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| **Post title:** | Environmental Enforcement Officer (Dog Control) |
| **Grade:** | G |
| **Responsible to:** | Senior Environmental Enforcement Officer / Team Leader |
| **Staff managed:** | None |
| **Directorate:** | Environment |
| **Service:** | Regulatory Services |
| **Job family:** | **OS - Operational Support** |
| **Date of issue:** | April 2024 |

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| Job context |
| * The Environmental Enforcement Team is responsible for operational delivery of specific powers relating to the environmental wellbeing of North Yorkshire, ensuring the county is a clean and welcoming place for residents, businesses and visitors to enjoy. * The team works on a wide variety of environmental enforcement related issues which impact the public and the environment. Such issues can include stray dogs, dog fouling, unauthorised encampments, fly tipping, fly posting, littering, abandoned vehicles, HGV weight restrictions. * The postholder works under the general management of the Senior Environmental Enforcement Officer / Team Leader to provide a comprehensive Dog Warden Service and Enforcement Officer support as part of the Environmental Enforcement team. * The postholder will have contact with, and work collaboratively with, internal colleagues across all services including Elected Members, and will liaise effectively with external partners such as Parish Councils, external agencies e.g. Dogs Trust, Dog Charities, RSPCA, Police. * This post is deemed to be a Safety Critical post in line with the Council’s Workplace Substance Misuse Policy. In addition to those circumstances listed in the policy where a test will be required, this post will be subject to random testing. * This role involves spoken communications so a confident use of English language is required. |

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| Job purpose | The postholder is key to providing a high-quality public realm and ensuring that the North Yorkshire Council area is a clean and welcoming place for residents, businesses, and visitors to enjoy. |
| Operational Management: | * Respond to notifications of stray dogs, seize stray dogs, scan for microchips and return dogs to their owners or to the Council’s stray dog reception centre. * Ensure stray dog fines are paid on return of a stray dog to its owner. * Liaise with charities to rehome stray dogs. * Erect relevant signage appropriate to the post. * Give advice and assistance to the police and others in relation to stray/abandoned dogs. * Issue microchip warning letters as required and microchip dogs on request, ensuring any appropriate fee is paid at the time of microchipping. * Investigate in accordance with relevant environmental protection legislation including dog control, dog fouling, waste, fly tipping, unauthorised encampments and other environmental crimes. * Give advice to customers on a daily basis some of whom may be difficult and/or emotional and abusive. Refer complex cases to a senior officer. * Liaise with Street Cleansing Teams regarding reports of and removal of fly tipping, badly fouled footpaths and public areas, complaints of un-emptied dog waste bins and requests for additional dog waste bins. * Provide a flexible and highly visible presence in the community relating to environmental and dog warden enforcement. * Carry out regular enforcement patrols of known hotspot areas. These can be during normal working hours and early morning or evening patrols. * Collect evidence, send appropriate warning letters, prepare and serve legal notices including fixed penalty notices, notices for environmental crime offences. Liaising with team supervisor/leader regarding following up unpaid fines * Support the preparation of prosecution files in accordance with the Enforcement Policy. * Prepare own witness statements and take statements from witnesses, attend Court and give evidence where required. * Prioritise and plan own work programme. * Respond to correspondence received, prepare letters and answer general telephone enquiries, only referring complex cases to a more senior officer. * Take part in multiagency initiatives to tackle environmental crime relevant to the post through the use of education and enforcement. * Work collaboratively with internal colleagues across all services including Elected Members and liaise effectively with external partners such as Parish Councils, external agencies e.g. Dogs Trust, Dog Charities, RSPCA, Police. * Carry out any other duty that may reasonably fall within the general nature and level of responsibility and competence of the post as required. |
| Resource management: | * Maintain dog warden service equipment. * Report repairs or need for replacement equipment to supervisor/manager. * Ensure the allocated service vehicle is kept clean and equipped and complies with the requirements of the Council’s Fleet Management Policy and Procedure. |
| Communications: | * Prepare educational and enforcement campaigns, liaising with the Council’s Communications Team as necessary, to educate and raise awareness of responsible dog ownership throughout the community by talking to the public whilst on patrol and giving educational talks to schools and other groups. * Provide high quality, sound, timely and accurate professional advice, guidance and information to customers, colleagues and Elected members, in a format that is understandable and appropriate. * Communicate effectively with customers and members of the public in a polite manner, placing the highest possible emphasis on customer care. * Attend meetings, working groups, committees etc. within the Council and with relevant outside organisations to represent the Council as appropriate. |
| Systems and information: | * Ensure accurate records are maintained. * Keep appraised of changes in law and practice in relation enforcement law relevant to the post. * Ensure compliance with GDPR in all aspects of work related to the post. |

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| **Safeguarding:** | * Be aware of and follow the Council’s safeguarding policy for the protection of vulnerable children and adults. * Carry out duties with full regard to the Council’s Equal Opportunities Policy. * Carry out duties in accordance with health and safety legislation and the Council’s health and safety policy by following safe systems of work and the application of established health and safety procedures. |

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| Person specification: |  |
| Essential | **Desirable** |
| Knowledge and Experience   * Demonstrable knowledge of current legislation in respect of enforcement and ability to apply it in practical situations * Working knowledge of the Police and Criminal Evidence Act 1984 in an enforcement setting * Experience of enforcing legislation or undertaking other enforcement work relevant to the post * Experience of conducting interviews under caution, evidence gathering and preparing for prosecution in court * Experience of presenting at court * Experience of working in partnership and carrying out joint enforcement with partners and statutory bodies e.g. the Police * Experience of dealing with the general public in a confrontational setting * Understanding of the political context of the service and the ability to operate sensitively and efficiently within a political environment. | * Knowledge and understanding of local government and of the areas of responsibility * Experience of service promotion * Geographical knowledge of North Yorkshire |
| Occupational Skills   * Investigative, analytical, and interpretative skills to comprehend and enforce the requirements of legislation, guidance and policy. * Use a range of techniques to successfully persuade, influence and/or negotiate with others in a range of situations, including conflict situations * Work productively in a pressurised environment and cope effectively with conflicting demands. * Able to communicate effectively in a variety of formats with customers, colleagues and elected members. * The ability to converse at ease with customers and provide advice in accurate spoken English * Demonstrable IT skills. * Able to use de-escalating techniques and defuse potentially highly charged situations. Take constructive action to prevent triggers occurring and minimise identified behaviour. Act in a manner which is likely to promote calmness and reassurance. * Ability to build and maintain effective working relationships with key stakeholders and partners. * Able to present information clearly, concisely, objectively and accurately. * Able to work effectively with others within the team and across departments to solve work-related problems. * Able to demonstrate initiative and the ability to work both independently and as part of a team. * Able to keep clear and accurate records. * Effective customer service skills. |  |
| Behaviours   * [link](https://www.northyorks.gov.uk/your-council/our-role-structure-and-objectives#accordion-content-0-0) |  |
| Professional Qualifications   * Literacy and numeracy skills to level 2. |  |
| Other Requirements   * Able to work out of hours including evenings, weekends and bank holidays as required by the service. * A flexible approach to working time arrangements to meet the demands of the service. * Able to travel around the County for business purposes, including at short notice, to rural locations, and outside of normal office hours. * Able to undertake the physical demands of the post, including walking for long periods outdoors in all weathers and physically handle dogs of all sizes. |  |

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| Career progression: |
| * At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching. * As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities. |

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| Structure |
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