



MALDON
DISTRICT COUNCIL

Community Protection Officer NSC2504



Job Title	Community Protection Officer (E SCP 17-20)
Directorate	Neighbourhood Services and Communities
Grade	E
Job Reference	NSC2504

Reporting to	Responsible for
Community Protection Team Leader	None

Team Purpose
To be part of Maldon's Community Safety and Protection Team, engaging communities and partners to build stronger and safer areas for people to enjoy.-Carrying out Community Safety related activity including compliance and enforcement tasks helping to keep the District Clean.

Role Purpose
<p>To be a Community Safety Accredited Officer, working as the face of the council in the community, delivering excellent customer service and communicating in a professional and approachable manner.</p> <p>To provide information or signpost to services.</p> <p>To ensure service continuity by inspecting and dealing with operational issues relating to our car park machines.</p> <p>To ensure compliance within our car parks by carrying out regular patrols and enforcing where necessary.</p> <p>To undertake parking enforcement patrols on behalf of the South Essex Parking Partnership, engaging with the public and issuing Penalty Charge Notices in accordance with relevant regulations.</p> <p>To carry out speed enforcement patrols, working on behalf of Safer Essex Roads Partnership.</p> <p>To patrol our parks and open spaces to educate and enforce our Public Spaces Protection Order and deal with any Anti-Social Behaviour which may arise, issuing a Fixed Penalty Notice when required.</p> <p>To ensure delivery and development of contracted work with parish / town councils.</p> <p>To manage enquiries and to escalate complaints to the relevant team or agency.</p>



Effectively manage partnership working and relationships with key stakeholders, such as South Essex Parking Partnership, Essex Police, members of the public.

Be a role model for the service, demonstrating authenticity, integrity, resilience and compassion and focussing on communication, personal development and wellbeing.

Work as part of a team to cover a working shift pattern, including evening and weekend work.

Key Accountabilities

- Undertake patrols, inspections and site visits as directed.
- Carry out enforcement activity as directed.
- Deal effectively with reported issues such as dog fouling, littering and ASB.
- Report defects identified on council owned land
- Carry out duties in a safe and proper manner both for yourself and for the wellbeing of others in accordance with the Council's Health and Safety policy
- Always maintain good community relations and act in the best interests of the Council

Ways of Working

Collaborative working	Demonstrate self-awareness and an understanding of the values of others to build effective working relationships. Develop and maintain relationships with both internal and external customers, interacting through multiple channels.
Customer Service	Playing a leading role in championing the customer and a customer focussed approach to service delivery.
Supporting corporate projects	Responsible for the delivery of agreed objectives and services associated with the Corporate Plan to ensure statutory and corporate targets are met and provide best value for the council.
Performance	To perform by working to agreed SMART objectives.



Person Specification

Qualifications

Good standard of education with a minimum of 5 GCSEs or equivalent experience.

Full Clean Driving Licence

Knowledge, Skills, Ability, and Experience

Knowledge

Understanding of community safety principles and the role of local authorities in enforcement and public engagement.

Excellent understanding of good customer service.

Awareness of health and safety practices relevant to lone working, patrol duties, and enforcement activities.

Understanding of data protection and confidentiality when handling public enquiries and enforcement records.

Experience

Experience in a customer-facing role, ideally within a community safety, enforcement, or public service environment.

Experience of the working in the Public Sector or demonstrable knowledge of Local Authority regulation and governance arrangements.

Experience of process improvement ensuring all processes are fit for purpose meeting customer need.

Experience in managing public enquiries and escalating complaints appropriately.

Evidence of cultivating and delivering a high performance, collaborative and inclusive culture, which delivers outstanding outcomes.

Skills and ability

Competence in using handheld enforcement devices, radios, and other mobile technology.

Effective time management and organisational skills to carry out patrols, inspections, and enforcement duties across multiple locations



Knowledge, Skills, Ability, and Experience
<p>Excellent verbal and written communication skills, with the ability to engage confidently and professionally with members of the public.</p> <p>Confident using technology and Microsoft applications (e.g. Office 365, Word, Excel, PowerPoint) and service specific systems (i.e. GIS, Uniform, Academy etc.)</p> <p>Ability to maintain composure and professionalism in potentially confrontational or emotionally charged situations.</p> <p>Ability to work independently and as part of a team, including covering shift patterns, evenings, and weekends.</p> <p>Ability to represent the council positively, acting as a role model and ambassador in the community.</p> <p>Ability to adapt to changing priorities and respond flexibly to operational needs</p>

Special Requirements	
Emergency Planning	A requirement of this role will be to attend emergency planning training. The role holder will be required to support the Council's emergency planning response.
Election Duties	This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.
Political Restrictions	This role is not politically restricted.
Disclosure Barring Scheme	This role requires a Enhanced DBS being undertaken prior to any contract of employment being offered. This will be re-checked every three years.

Standard Terms	<ol style="list-style-type: none"> 1. To comply with appropriate legislation, service and council policies. 2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures. 3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment. 4. To support the council's equalities and diversity policies. 5. To operate within the council's IT policies and data protection rules and regulations.
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6. To operate within the council's financial regulations.
7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines.
8. To participate in internal committees and departmental working parties to ensure continuous improvement as required.
9. Any other reasonable duties as may be required from time to time

Competency Framework

Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Competency Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

Maldon behaviours [competencies]:	
Core Competencies - All Workforce	
Communicating	Expressing information in the best way and timescales that ensure clarity and understanding and responding in the most appropriate manner.
Managing and Leading People	Providing direction and support to those we work with to ensure service excellence.
Customer Focus	Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues.
Planning and Managing Work	Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money.
Analysis and Problem Solving	Assessing and interpreting information in order to support work activities, identify issues and aid problem solving.
Initiative and Decision Making	Taking the right action, based on what we know and being responsible for what happens.
Developing Self	Committed to developing own skills, knowledge and abilities to enhance capability.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies



We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

Signed (Job Holder):		Date:
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