Role Profile

Part A - Grade & Structure Information

Job Family Code	8RT	Role Title	Enforcement Officer
Grade	PS8	Reports to (role title)	Encroachment, Encampment, Moorings & Vacant Property Team Leader
		Directorate/School	Resources
JE Band	269-313	Service / Department	Land and Property
		Date Role Profile was created	Jul-20

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	To protect and manage the Council's property assets by identifying, investigating and resolving unauthorised occupation, encroachments, trespass, fly-tipping, fly-grazing and other breaches affecting Council land and property. To provide specialist operational support through property inspections, enforcement activity, investigations and liaison with internal and external partners, helping to maintain safe, secure and effectively managed assets. Specific responsibilities/outputs should then cover: Investigate and respond to unauthorised encampments, encroachments, trespass and other unauthorised use of Council property. Undertake inspections of operational and vacant land/property, identifying security, occupation, boundary, fly-tipping, fly-grazing and other property-related issues. Undertake enforcement activity in accordance with Council policy and relevant legislation, working with Legal Services where formal action is required. Investigate land ownership, boundaries, rights and restrictions using plans, title information and other property records. Negotiate with adjoining owners, occupiers and other parties to resolve encroachments and other property matters wherever appropriate. Support the management and security of vacant property, including inspections, identifying risks and coordinating required actions. Support GRT Site Managers with enforcement, encroachment and other complex site issues. Maintain accurate case records, evidence and audit trails and prepare reports or evidence to support enforcement and legal proceedings. Work with internal services, district/borough councils, emergency services, contractors and other relevant partners on complex property and enforcement matters. Contribute to the development and continuous improvement of enforcement, vacant property and property protection procedures.

Work Context	Land & Property is responsible for the management and protection of the Council's property assets. The Enforcement Officer works across a diverse operational and non-operational estate and responds to matters including unauthorised occupation, encroachments, trespass, fly-tipping, fly-grazing, vacant property risks and other unauthorised activity affecting Council land and buildings. The role combines planned inspections with reactive enforcement work and may involve challenging or confrontational situations. The post holder will work closely with colleagues across Land & Property, Legal Services, contractors, local authorities and other partner organisations and will be required to travel to sites as operational requirements dictate.
Line management responsibility if applicable	None
Budget responsibility if applicable	None
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Undertake and coordinate projects, feasibility studies and reviews in a defined area of activity to support and enhance service delivery. • Provide a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. • Respond effectively to changing demands, adjusting priorities as needed. Policy and Compliance • Ensure personal and where appropriate team compliance with established protocols, procedures and practices. • Audit and monitor compliance of 3 parties with organisational requirements. People & partnerships • May manage staff, or supervise the work of others, allocating and prioritising work and managing performance to secure efficient service delivery. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. Resources • May be required to maintain specialist equipment, systems and software (or maintain knowledge of these in some roles) • May manage or assist with budget/resource management in accordance with the organisation's policies and procedures. Analysis, Reporting & Documentation • Collate, store, record and analyse relevant data producing high quality reports, controlling data quality and integrity and recommending actions as appropriate. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others. To have regard to and comply with safeguarding policy and procedure as appropriate.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Educated to 'A' level, HND standard, or equivalent or able to evidence ability at an equivalent level. • May require a qualification relevant to the specific nature of the role. • Knowledge of relevant legislation, practices and policies applicable to specialist area. • For some roles a relevant degree may be required. • Excellent IT skills, including MS Office and database management systems. • Ability to undertake technical work relevant to the role. • Excellent written and oral communication skills with the ability to build sound relationships with customers. • Ability to apply specialist knowledge to respond to complex enquires from a range of stakeholders. • Previous experience processing, analysing and reporting data. • Previous practical experience in a relevant field. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Experience of leading a team (where appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	Practical experience of property, estate management, enforcement or a comparable operational environment, together with knowledge of relevant legislation, policies and enforcement processes. Strong investigation, negotiation and communication skills, including the ability to manage challenging or confrontational situations professionally and safely. Ability to interpret property information including plans, maps, title information and legal documentation and to maintain accurate evidence, records and reports. Ability to work independently, prioritise a varied caseload and work collaboratively with colleagues, Legal Services, contractors and external agencies. Full UK driving licence and willingness and ability to travel to sites to meet operational requirements. The existing profile currently separately lists property management experience, public-facing experience, multi-site experience, driving licence and several personal attributes. Consolidating them makes the requirements more useful for recruitment while staying within the template guidance.
Role Summary	Roles at this level may manage a straightforward operational activity or small team or provide specialist support services or they are at a graduate level of a professional discipline. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more technical or specialist disciplines. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is available. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.
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