

	Job Title	Nuisance Control Officer
	Directorate	Partnerships, Housing and Resident Services
	Department	Communities and Partnerships
	Grade	PO2 / PO3
	Reports to	Principal Nuisance Control Officer
	Staffing Responsibility	None

Job Purpose:

- To change community and individual behaviour through communication, persuasion, advice and guidance; or enforcement.
- To achieve compliance with statutory requirements through inspection, investigation, monitoring.
- To achieve Council and service unit objectives, improve community wellbeing and economic prosperity.

Principal Accountabilities and Responsibilities:

Professional advice & communications

1. To support the Council's image, reputation, employee code of conduct and objectives.
2. To maintain high standards of knowledge, competency and skills within your area of required expertise by participating in personal learning and development where necessary or required.
3. To provide high quality, sound, timely and accurate professional advice, guidance and information about any work matter, to customers or colleagues, in a format that is understandable and appropriate.
4. To scrutinise customer statutory applications, notifications, consultations, schemes, licences, registrations and make executive decisions using any powers that have been delegated to you.
5. To scrutinise draft Council policies, reports, committee papers, procedures, protocols, risk assessments, service plans, action plans and proposals; and advise on their adequacy within your required field of professional expertise.
6. To prepare, interpret and present literate, numerate, accurate, understandable and timely reports, documents, spread sheets, data analysis and feedback. To properly handle evidence, records and data to ensure that confidentiality, evidence integrity, data protection and freedom of information requirements are observed.

Achieving compliance

1. To deliver a range of services within a framework of legislation, statutory instruments, codes of practice, corporate policies, local systems, policies and guidance and good professional practice, including inspections, surveys, visits, investigations, take samples, monitor standards, investigate complaints and service requests, gather evidence, carry out interviews, take statements and determine appropriate action.
2. To obtain and consider all available evidence and best practice advice; to undertake consistent, proportionate, targeted, accountable and transparent enforcement action to resolve any identified non-compliances. This may include seizure, prohibition, closure, etc. and preparation and service of statutory or fixed penalty notices, simple cautions and other legal documents. Where authorised, to execute delegated enforcement powers and act as an Authorised Officer or signatory of the Council.
3. To change community and individual behaviour to resolve any poor, unsustainable, unhealthy, unsafe or unscrupulous practice, using excellent communication, negotiation, mediation, persuasion, advice and guidance.
4. To prepare and supervise any work carried out in default of a third party, using statutory powers, to include writing of specifications, assessment of tenders, appointment of contractor, supervision of works by contractors, negotiate any necessary variations and their monetary value, approval of payment, issuing of statutory demands for payment and registration of charges on the Land Charges register.
5. To prepare cases and evidence for legal proceedings, to institute legal proceedings. To appear and give expert evidence at Court, Tribunal or other statutory Hearing.

Working effectively & with others

1. To be a flexible and effective team member, supporting the service and its objectives by taking a flexible approach to places of work, team placement, work systems, practices, case allocation, times and hours of work.
2. To take a flexible approach to duties outside of normal office hours during changes in demand, staffing unavailability, crisis, emergency etc.
3. To deal sensitively and courteously with traders, customers and members of the public.
4. To represent the Council at meetings, internal or external and liaise with other authorities, agencies, council units, service providers, government representatives, traders, customers and others.
5. To take reasonable care for your health and safety, and that of others, and to actively promote and maintain health and safety measures.

Delivering excellent services

1. To undertake duties in compliance with Council policies; and local requirements such as service plans, policies, procedures, protocols, guidance, assessments, instructions, accreditation or audit schemes.
2. To actively support performance, service excellence, customer satisfaction, achieve personal and team-based work targets, work programmes, standards and project objectives and participate in the monitoring, auditing and reporting of individual and team performance.
3. To accept, process and record payments for Council services and fixed penalty notices.
4. To carry out any other duties commensurate with the grade and purpose of the job, the post holder's skills and the objectives of the Council.

Higher grade post holders only

Higher grade post holders will be experienced officers that undertake the full range of enforcement, complex and difficult case management and multi-agency work; skilled in all areas of technical competence and able to use all equipment to its fullest extent. Higher grade post holders must also possess any prerequisite qualifications and/or post qualification experience.

In addition to all the above requirements and subject to any service unit Career Grade Scheme, to additionally:

1. To act as a resource of experience, knowledge and expertise in one or more specialist areas and where required, to take a lead in this area.
2. To consider and formally respond to internal and external, legislative, policy, property and case consultations of greatest difficulty and complexity.
3. To take the lead in enforcement and regulation of greatest difficulty and complexity, such as inspection, emergencies, prosecution, appeal, closure, seizure, detention, prohibition, determination, remediation.
4. To undertake health, safety or environmental impact analysis, assessment or review of greatest difficulty and complexity.
5. To set-up, use to the fullest extent necessary, equipment, monitoring device or software.
6. To positively participate in the mentoring and career development of trainees and less skilled or experienced colleagues.
7. To deputise and provide cover for short-term absences of front line managers, as required.

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.

Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.

Undertake any other duties commensurate with the general level of responsibility of this post.

DBS Status	No check required
Politically Restricted	No

Person Specification

<p><i>All criteria are essential</i></p>	<p>To be identified by: Application Form(A) Test/assessment (T) Interview (I)</p>
<p>Qualifications and Professional Membership requirements:</p> <ol style="list-style-type: none"> 1. a degree in Environmental Health accredited by the Chartered Institute of Environmental Health (CIEH membership not required) - OR - a recognised occupational Environmental Health qualification OR a degree with substantial relevance for environmental health 	<p style="text-align: center;">A</p>
<p>Knowledge (all essential criteria):</p> <ol style="list-style-type: none"> 1. Evidence of significant relevant Continuing Professional Development (CPD). 2. Possess an in-depth and current knowledge of the technical, scientific, environmental and health aspects of at least one broad area of environmental health specialism. 3. Possess an in-depth and current knowledge of all environmental health legislative controls and enforcement tools and their legal basis; together with and their proper practical implementation in the context of an English unitary local authority. 4. Possess an in-depth and current knowledge of the principles of risk assessment and control, and its proper practical implementation in at least one broad area of environmental health specialism. 5. Possess an in-depth and current knowledge of the principles of quality systems, and its proper practical implementation. 6. Possess an in-depth and current knowledge of the principles of safety or environmental impact analysis, and its proper practical implementation – to include use of necessary equipment - in at least one broad area of environmental health specialism. 7. Possess a high standard of numeracy, literacy and grammatical accuracy. 	<p style="text-align: center;">A A A A A A A</p>

Experience (all essential criteria):	
1. Significant experience in one broad area of environmental health specialism.	A
2. Managing and prioritising, with minimal intervention, a demanding personal workload, consistently achieving competing individual work objectives, standards and performance.	A
3. Experience of undertaking investigations, inspections, data analysis and documentation reviews in determining performance, assessing trends, non-compliance or under-performance.	I
4. Experience of tackling non-compliances, sub-standard work, underperformance or misconduct, swiftly, fairly and proportionately, if necessary using formal or regulatory controls.	I
5. Experience of using influencing skills including coaching, listening, guidance, mediation, persuasion, in the face of resistance to resolve poor performance, behaviour or sub-standard work, unhealthy, non-compliant or unsustainable practices.	I
6. Experience of identifying, collating, analysing and using data; evaluating customer feedback to monitor and improve personal performance and outcomes.	A
7. Possess a clear personal commitment to customer care, tolerance, equal opportunities and an understanding of the relevance to the post.	A

Skills and abilities (all essential criteria):	
1. Proven ability to reflect and espouse the organisation's values through personal actions and behaviours, e.g. a good record of work attendance, appropriate attire, and professional approach.	A
2. Proven ability to understand conflicting preferences, to anticipate the wider consequences of actions and the ability to make sound and appropriate decisions that adhere, achieve organisational objectives.	A
3. Proven ability to effectively communicate, verbally and in plain writing, using reasoned and evidence-based arguments, with organisations and people from different backgrounds and with different levels of knowledge and understanding.	A
4. Proven ability to recognise and acknowledge mistakes, resolve them and learn from the experience.	A
5. Proven ability to confidently use technology and software including browsers, databases, word processors and spread sheets.	A
6. Able to drive a vehicle and possess a full driving licence which is currently valid in the United Kingdom.	A
7. Proven ability to establish and maintain a cooperative and team-based approach with all colleagues.	A
8. Proven ability to establish and maintain effective partnerships, by actively building relationships and networks of peers, partners, stakeholders and others.	A
9. Possess the necessary interpersonal skills to handle disagreement and conflict (affecting you or other colleagues), constructively, professionally and safely.	A
10. Proven ability to identify and tackle new challenges, developing new ideas into successful, practical and innovative plans, system changes and solutions in a committed way.	A
11. Proven ability to learn new skills and constructively contribute to the changing needs of the organisation.	A

List desirable criteria:	
1. Certificate of Competence in Environmental Noise Measurement issued by the Institute of Acoustics.	I
2. Acoustics Diploma issued by the Institute of Acoustics.	I