



Drainage Misconnection Project Officer

Reports to:	Senior Regulatory Service Manager		
Department:	Public Realm	Grade:	PO3
DBS Status:	Basic	Politically restricted:	No

Job Purpose

Working in collaboration with the Greater London Authority (GLA), this role will provide an expert, lead position in the subject of drainage misconnections, providing specialist advice internally and externally, to accelerate the rectification of priority drainage misconnections impacting the health of waterbodies across Brent and partnering local authorities.

Key purposes of the role will be:

To deliver a project taking full ownership of planning, risk management, performance and reporting outcomes, in support of the Mayor of London's Clean and Healthy Waterways Plan, contributing to wider strategic initiatives and promoting best practice.

To improve the quality of London's waterways by leading on the identification, investigation and rectification of drainage misconnections or other drainage defects impacting on the cleanliness and environmental impact of local waterways using a range of enforcement options when necessary.

To work with GLA, other stakeholders and local authorities to champion best practice, share expertise and technical advice and accelerate misconnection enforcement to improve the quality of London's watercourses.

Values

Collaborate proactively.
Lead inclusively.
Embrace change.
Be bold and curious.
Celebrate and share our success.

Job specific roles and responsibilities

1. Lead on the delivery of the drainage misconnections project objectives which will include identifying priorities, manage workloads, producing and implementing plans, procedures, investigations, monitor performance, providing updates on progress to management and the GLA and ensure all tasks and duties assigned, are delivered within agreed timescales.
2. Develop best practice and/or procedures to promote enhancements with the way drainage misconnection cases are currently managed, to bring about wide-ranging improvements in the process.

3. Ensure compliance with a range of Environmental Health legislation specifically related to drainage, resolving any poor, unsustainable, unscrupulous or illegal practices, reducing drainage misconnections, while acting as the council's primary, expert point of contact in relation to such matters.
4. To undertake a range of site visits, respond to service requests, surveys, investigations, testing, samples, monitoring, negotiating with property owners, conducting other investigatory methods or enforcement actions to record and gather evidence, make responsible decisions in determining and taking appropriate action, offering professional advice, under all the relevant legislation.
5. Exercise your own autonomy to carry out enforcement duties including some which will involve contentious, complex matters, interpret legislation, exercise statutory powers including, inspection, issuing of notices, execution of warrants, undertaking works in default etc, prepare cases and admissible evidence for legal proceedings, appearing in court when required and make robust decisions about using any powers in accordance with current legislation, codes or guidance.
6. Working with the GLA, establish and help coordinate a London Misconnection and Enforcement Support Hub, to share and develop new standards of best practice, seeking to change and influence the way other boroughs and wider stakeholders, manage drainage misconnections.
7. Develop more detailed and technical project work and/or strategies for dealing with drainage misconnections, suggest any improvements to statutory requirements, developing and documenting policies and procedures having regard to local needs, regional initiatives or legislative requirements.
8. Ensure services are delivered to a consistent and professional standard and in accordance with national guidance and seek to support colleagues doing the same acting as a lead expert in misconnected drainage matters, representing the council at meetings, presentations and ensuring appropriate liaison with all relevant stakeholder on matters relevant to the drainage misconnections project.
9. Act as one of London's lead drainage misconnections experts, maintain high standards of knowledge, competency and skills, produce written work to a high standard, maintain detailed records and data security, respond with information to facilitate project returns and requests for information and conduct duties without routine management oversight.
10. 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.
11. Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. An appropriate professional or technical qualification (e.g. Diploma/Degree in Environmental Health, Environmental Science or a comparable qualification) degree or equivalent relevant experience.
2. Evidence of relevant Continuing Professional Development (CPD) training commensurate to this post, or experience in a relevant private sector setting.
3. Hold current knowledge of the technical and legislative aspects of drainage and its proper practical implementation, misconnections, and/or cross connections and the relevant areas of environmental health or building control specialism.
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 or building control specialism.
5. Possess a high standard of numeracy, literacy and grammatical accuracy.

Experience

6. Experience of identifying, collating, analysing and using data; evaluating customer feedback to monitor and improve performance and outcomes.
7. Conducting inspections to identify misconnections and cross connections in residential and commercial properties, with the ability to liaise with property owners, developers, and contractors to ensure timely rectification and compliance.
8. Managing and prioritising, with minimal intervention, a demanding personal workload, consistently achieving competing individual work objectives, standards and performance.
9. Tackling non-compliances, sub-standard work, underperformance or misconduct, swiftly, fairly and proportionately, if necessary, using formal or regulatory controls.
10. Using skills including listening, guidance, mediation, persuasion, in the face of resistance to resolve poor performance, behaviour or sub-standard work, unhealthy, non-compliant or unsustainable practices.
11. Undertaking investigations, inspections, data analysis and documentation reviews in determining performance, assessing trends, non-compliance or under-performance.

Skills and Abilities

12. Understand conflicting preferences, to anticipate the wider consequences of actions and the ability to make sound and appropriate decisions that adhere, achieve organisational objectives.
13. Effectively communicate, verbally and in plain writing, using reasoned and evidence-based arguments, with organisations and people from diverse backgrounds and with different levels of knowledge and understanding.

14. To confidently use technology and different software to present and record work clearly, collate and analyse data on misconnections and cross connections across London boroughs.
15. Work with Thames Water, the Environment Agency, and those leading Citizen science initiatives to align local findings with regional priorities facilitating joint operations and knowledge exchange forums to address regional misconnections and cross connections and the regional misconnections forum.
16. Establish and maintain a cooperative and team-based approach with all colleagues and external stakeholders maintaining effective partnerships, building relationships and networks of peers, partners and others.
17. Possess the necessary interpersonal skills to handle disagreement and conflict (affecting you or other colleagues), constructively, professionally and safely.
18. Ability to identify and tackle new challenges, developing new ideas into successful, practical and innovative plans, system changes and solutions in a committed way.
19. Ability to learn new skills and constructively contribute to the needs of the drainage misconnections project.

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs