

Job Profile Information: Community Safety Enforcement Officer

Job Title: Community Safety Enforcement Officer

Job Grade: Level 4, Zone 1

Salary Range: £44,579 - £50,706

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind.

The Camden Public Safety Division plays an important role in engaging with local communities and a wide range of statutory partners and community organisations in order to deliver the Council's mission based approach towards ensuring that 'Everyone is safe at home and safe in our communities'. The service has developed a strong community engagement focused approach which seeks to continually promote the importance of the 'citizen voice' in informing the development and delivery of a range of council/partnership crime and anti-social behaviour reduction related strategies, policies and operational initiatives.

Community Safety Enforcement Officers are tasked with engaging with a wide range of internal council services, stakeholders and partner organisations to address anti-social behaviour and environmental crime which has an adverse impact on the quality of life of Camden citizens and businesses.

In this role you will be required to

- Engage with citizens and communities extensively and utilise the full range of statutory/non statutory enforcement powers and intervention options to address an equally broad range of anti-social behaviour and environmental crime related issues.
- Deliver uniformed, visible community based patrol, interventions and on-street enforcement activity to reduce/tackle anti-social behaviour and environmental crime and provide reassurance to local communities.
- Support the delivery of a range of initiatives linked to the Camden Community Safety Partnership (CSP) priorities linked to issues such as drugs misuse, serious violence, violence against women and girls and anti-social behaviour.
- Use professional discretion in order to effectively manage a wide range of issues/offending behaviour, using in-depth understanding of the legislative process and best practice guidance to ensure a proportionate response which delivers positive outcomes.
- Take ownership of and investigate all allocated anti-social behaviour related cases and investigate complaints from residents, members of the public and businesses concerning on-street anti-social behaviour and environmental crime offences such as fly tipping, litter, fly-posting, graffiti and the accumulation of waste.

- Utilise a range of statutory enforcement powers and issue Fixed Penalty Notices where appropriate to address anti-social behaviour and identified environmental crime related offences and produce high quality prosecution files to support legal action to address serious offending and/or ongoing non-compliance.
- Ensure all cases referred to legal have enough evidence for Court and demonstrate adherence to current legislation.
- Have knowledge of legislation and policies relating to a range of anti-social behaviour and environmental enforcement matters and provide guidance and advice to Elected Members, residents and businesses as requested.
- Assist in delivering targeted campaigns and utilising local intelligence to raise awareness and change behaviours. This includes engaging with residents and businesses to raise awareness of anti-social behaviour and environmental crime related issues.
- Effectively manage a caseload of anti-social behaviour and environmental enforcement investigations in a dynamic and often fast moving environment and work flexibly including unsocial hours (in line with the Community Safety Enforcement rota) to meet the needs of the service and local communities.
- Support the council response to serious incidents and civil emergencies as directed by the Community Safety Enforcement manager and/or the Head of Community Safety & Enforcement.

About You

We're looking for outstanding candidates who have a strong commitment towards engaging with communities and are enthusiastic about the council's ambition to deliver against the challenges, missions and aspirations outlined within 'We Make Camden'.

You will be passionate about neighbourhood problem solving and will have a strong track record of using a range of enforcement and intervention based approaches towards addressing issues which have an impact on resident/community and the quality of the environment. You will also be curious, open to change and committed towards the development of service cultures which focus on the delivery of positive outcomes on behalf of Camden citizens

In addition:

- You are passionate about the council's ambition to deliver We Make Camden and wider corporate agendas, such as The Way We Work
- You can demonstrate commitment to culture change and understand Camden's ambition to move to greater neighbourhood working
- You are curious and open about how we can do things differently to deliver outcomes on behalf of citizens and service users, using fresh and innovative thinking in an effort to deliver enforcement across the borough more effectively. You will be committed to supporting ongoing efforts towards driving continuous service improvement.
- You are committed towards the development of a best practice approach towards the delivery of on-street enforcement and anti-social behaviour reduction focused activity.

- You understand the importance of performance cultures and an effective approach towards case management in order to measure impact of service delivery.
- You are committed towards the development of a collaborative/solution focused approach towards neighbourhood problem environmental crime and anti-social behaviour reduction related problem solving.
- You recognise the importance of working in partnership with other services internally and externally to provide a joined up approach which promotes the need to for ever greater collaboration to deliver outcomes on behalf of Camden citizens and communities.
- You are committed and will champion the council's ambition to make Camden a more equal, diverse and inclusive borough

Work environment

The post-holders will spend the majority of their time working in the public realm environment, delivering highly visible on-street patrols and environmental audits and engaging directly with residents and communities. The post-holders will spend a relatively short period of time on a daily basis working in Council buildings to upload information, draft statutory notices, produce case files for legal action and attend internal/multi-agency meetings as required.

People management responsibilities

The post holder will report to the Community Safety Enforcement Manager and does not have line management responsibility.

Relationships

The post holder will have contacts and working relationships within the organisation including:

- Ward Councillors
- Cabinet Members for Safer Communities and Environment & Sustainability
- Heads of services, service managers and staff within the Public Safety Division and other services as necessary

The post holder will have contact and working relationships with outside organisations as required including:

- Members of the Public
- Camden Businesses
- Metropolitan Police
- Tenant Management Organisations
- Registered Social Landlords
- Stakeholders including voluntary sector organisations, other service providers, residents group, partnership organisations

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be. If that sounds good to you, we'd love to hear from you.

Is this role politically restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. This post has not been included on the list of Camden politically restricted roles.

Diversity and inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,