

Role Profile

Job Title:	Environment Crime Investigator	Grade: 9	Spinal column point range:
Department:	Safer Communities	Post no:	
Directorate:	Regeneration and Housing	Location:	Perceval House

Role reports to:	CCTV Manager
Direct Reports:	N/A
Indirect Reports:	CCTV control centre staff

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.

JOB DESCRIPTION

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the possible requirement to obtain a Disclosure and Barring Service (DBS) check. **(Delete if not applicable)**

PURPOSE OF ROLE:

- To work as part of CCTV Service, undertaking all duties with respect to CCTV monitoring and reviewing.
- To lead and carry out regular enforcement action with respect illegal commercial Flytipping utilising the CCTV Network, as part of CCTV based approach to enforcement
- To produce CCTV evidential packages to support the issuance of fixed penalty notices.
- To Work in partnership with Envirocrime Service and legal to prosecute and provide evidence in court.

KEY ACCOUNTABILITIES:

- To utilise the CCTV system for both internal and external customers, gathering reliable, accurate, clear CCTV evidence for the express purpose of taken enforcement action.
- To provide a customer service via radio, telephone and email service to customers

directly.

- To liaise with the police, housing associations, Envirocrime other council services and third party stakeholder groups to promote the CCTV team, develop working relationships with them and ensure a high level of evidence gathering, tailored to the individual stakeholders needs.
- To plan, manage surveillance priorities for Commercial Waste Enforcement and other enforceable areas for the CCTV service.
- To produce accurate and reliable CCTV evidence products including witness statements and video footage ready for court.
- To meet the required average level of enforcement actions taken by you on a weekly, monthly and annual basis as per the CCTV Service Agreement with Envirocrime.
- To give advice to the general public and commercial regarding the CCTV system and wider safer communities department and signpost customers to other appropriate services wherever possible
- Where required by management, attend all training relevant to the post where appropriate and keep abreast of appropriate legal and technical developments in CCTV legislation and Enforcement.
- Keep concise and detailed incident records using the Councils electronic databases and computer-based systems as appropriate to accommodate best practice working arrangements.
- Prioritise and manage personal workload, balancing the various and sometimes conflicting priorities to ensure appropriate and timely actions are taken to achieve system, team and departmental objectives.
- To integrate public concerns/issues to aid enforcement activities and approaches to improve local environment
- Taking a lead role in undertaking entire legal process for street scene enforcement activities from CCTV monitored incident team and to support the Envirocrime Service in coaching other staff to develop their skills and expertise in this key area.
- Performance monitoring of all enforcement activities in relation to CCTV Evidence and other service level agreements.
- To interface and liaise with Legal Services and other Service Units to facilitate a co-ordinated approach to enforcement throughout the borough.
- In liaison with the Regulatory Services, Commercial Waste, Envirocrime and other enforcement agencies, co-ordinate enforcement activities across the borough to address key public concerns around street scene issues for commercial premises.
- Support other staff within CCTV service to ensure administrative and technical procedures are geared to support the performance management culture and offer training where necessary.
- Undertake and supervise surveillance utilising the CCTV Network of possible offenders and alleged offenders, locate and caution, prepare reports, serve summons when expedient, attend court and give evidence as required.
- Prosecute and/or issue Fixed Penalty fines as appropriate, in relation to offences against the Environmental Protection Act.
- Dealing with customer queries, complaints and correspondence within the set standards and the remit of your role.
- Attending meetings with Envirocrime, other key stakeholder and public meetings as required in relation to operational responsibilities.
- Effectively prioritise and manage a demanding and pressurised personal workload,

<p>which involves conflicting priorities and is subject to changes, to maintain a responsive, customer orientated flexible, empowered and accountable approach to the type of work undertaken.</p> <ul style="list-style-type: none"> • Deputising for CCTV Manager as required and carry out any other duty commensurate with the grade of the post as required by the CCTV Manager
<p>KEY PERFORMANCE INDICATORS:</p> <ul style="list-style-type: none"> • Achievement of the CCTV Enforcement Service level agreement with Envirocrime Service. • To achieve financial and enforcement action targets measures and the achievement of customer response deadlines • Effective relationship management with internal and external stakeholders and residents • Effective contribution to Team targets and delivery excellent customer service.
<p>KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):</p> <ul style="list-style-type: none"> • Envirocrime • Legal Services • Customers • Service Heads • Members • Voluntary / Community Groups • Contractors • Marketing / Communications team
<p>AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):</p> <p>People</p> <ul style="list-style-type: none"> • To represent the service and the Council at public meetings where required <p>Policy</p> <ul style="list-style-type: none"> • Significant input to Service Plan for Service <p>Finance</p> <ul style="list-style-type: none"> • Tracking of FPN generated income in relation to the service level agreement with Envirocrime. <p>Legal</p> <ul style="list-style-type: none"> • Producing regular witness statements, CCTV and surveillance evidence to a high standard in line with criminal evidence procedure rules and may be required to attend court to give evidence in the event of a prosecution.

Person Specification

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the possible requirement to obtain a Disclosure and Barring Service (DBS) check. **(Delete if not applicable).**

(NB: if you have more than 12 points in your person specification, please highlight those you wish applicants to address in their application with a **. We recommend a maximum of 10 if possible)

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

Key criteria – applicants need only address points with ** please give examples.

1. ** Excellent Knowledge and skills sufficient to understand the requirements of the operating function of a Public Safety CCTV Control room. This will include knowledge and understanding of applicable legislation, codes of practice, council policies and procedures as well as accepted professional standards and best practice.
2. Knowledge and understanding of the Regulators Compliance Code, Council Enforcement Policy, RIPA, PACE, Court Procedures, time limits and evidential procedures etc).
3. Demonstrable Knowledge of CCTV legislation and procedures within a Control Room Environment and the practical application of them.
4. ** Knowledge of relevant legislation e.g. Environmental Protection Act, London Local Authorities Act, Highways Act, New Roads and Street Works Act and other legislation
5. ** A good knowledge and understanding of environmental enforcement processes and court processes associated with the prosecution of offences.
6. Excellent organizational skills including the ability to plan, deal with complexity, prioritise workloads and work effectively to often fluctuating and shifting priorities. Ability to maintain deadlines and work on own initiative.
7. Excellent knowledge and understanding of Information Technology in order to update and retrieve information; producing incident reports, emails and reports.
8. A Good knowledge and understanding of departments budgets, invoicing and cost monitoring.
9. Ability to use and control a variety of CCTV hardware and software used across all CCTV managed sites.
10. Demonstrate an ability to support the delivery of sustained improvements to the performance, quality, value for money and customer satisfaction of the service.
11. ** Possession of excellent written and verbal communication skills in English and ability to deliver, at all times, a customer focused service in accordance with the Council's commitment to customer care and equality.
12. ** Ability to work as part of a team to provide a customer focused service based on service priorities.
13. Ability to work outside standard office hours and maintain a high level of customer focused service delivery.
14. Ability to deal with confrontational situations confidently, calmly, assertively and impartially.
15. Ability to liaise with other stakeholders e.g. council departments, contractors, the police to develop an integrated multi agency approach to enforcement issues.
16. Valid Full UK Driving Licence or equivalent

**ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION
(e.g. HCPC)**

1. Qualified and Licensed for CCTV Public Space Surveillance (SIA front line)
2. Dealing with public, particularly in sensitive situations
3. Working in a team culture for effective actions

Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards