



LONDON BOROUGH OF MERTON

Regulatory Services Partnership (RSP)

JOB DESCRIPTION

POST TITLE: Technical Officer (Noise & Nuisance)

Grade: ME10

DIVISION/SECTION: Residential & Pollution

Location: Wandsworth Town Hall with a presence at Merton & Richmond according to the needs of the service. Site visits are an essential part of the role

Responsible for: none

Responsible to: Team Manager

Post number: TBC

Date: March 2020

Main Purpose

The post holder will provide day to day operational delivery of the Noise & Nuisance Service within a delivery team based over three boroughs. This person will support the team to deliver and meet all of its statutory obligations, performance standards and service delivery plans as agreed by the Team Manager. The post holder will be required to undertake site visits in order to carry out investigations, deliver projects or support colleagues, less senior officers and more senior staff.

The post holder will take a lead role in the delivery of services and enforcement of relevant legislation in Noise and Environmental Enforcement, taking appropriate action as defined by the Regulators Code and departmental Enforcement Policy. The post holder will be required to frequently undertake visits out of hours, in inclement weather and to noisy and potentially polluted, hazardous environments as part of their statutory nuisance investigations.

The post holder will work collaboratively with colleagues, the public including local community groups, ward Councillors, local businesses, other public agencies and stakeholders to investigate and resolve noise and nuisance complaints expediently.

Specific Duties and Responsibilities

-) To administer the duties of the Regulatory Services Partnership, including the provision of services in accordance with legislation, codes of practice, corporate policies, local policies and guidance and good professional practice. This includes but is not limited to: inspections, projects, surveys, alternative enforcement activities, publicity, attending meetings, processing applications, visits, investigating complaints and service requests, sampling, monitoring, gathering evidence, carrying out PACE interviews, taking statements, serving statutory notices, taking legal proceedings including giving evidence and attending magistrates courts to obtain warrants.
-) To lead on key projects on behalf of the Noise & Nuisance Manager and/or wider Regulatory Services Partnership management team.
-) To contribute to meeting the service priorities, deliver against performance targets and outcome measures, monitor their own performance and those of less experienced officers, providing regular reports on progress to their line manager and ensuring that objectives are met within agreed timescales
-) To deliver an outstanding, continually improving and customer focussed service, identifying improvements within their role which could enhance customer experience
-) To lead, mentor and supervise new staff, less experienced officers and contractors within their service area
-) To work a shift pattern which covers the service requirements of the Wandsworth 'Noiseline' service which aligns with Merton's Band A Shift Allowance
-) Maintain a high level of technical and legislative knowledge in the area of noise and nuisance, providing legislative updates and cascading information to colleagues.
-) To take the lead on formal action such as the service of statutory notices and giving evidence in a magistrate's court
-) To share best practice, development of ideas, be able to advise on new and emerging issues impacting on the service.
-) Participate in the preparation and implementation of annual work and/or service programmes
-) To support and engage in the development of departmental and service procedures and guidance notes
-) To ensure that services are delivered to a consistent and professional standard and in accordance with national and divisional guidance and Council procedures
-) Work with colleagues to review transformation processes across the shared service, ensuring that they are fit for purpose and support the operational model for the Tri Borough Regulatory Services Partnership – to include improved efficiency and effectiveness as well as maintaining an agreed quality of service
-) To undertake consistent, proportionate, targeted, accountable and transparent enforcement action, including the professional assessment of statutory nuisances, the drafting and service of statutory notices including noise abatement notices in accordance with best practice advice and guidance and enforcement policies, to resolve any identified non-compliances. To be responsible for dealing with contentious and demanding issues within their area of expertise.
-) Respond to requests for information from Government & internal departments, other statutory bodies, internal and external auditors and to relevant Freedom of Information requests
-) To represent the Council in meetings with the public, stakeholders, statutory bodies and other parties and provide advice on regulatory matters as appropriate

-) To deputise for their line manager wherever necessary
-) Ensure that communication and information technology systems and information is accurately recorded and stored in accordance with data protection requirements and Council policies and procedures and to ensure relevant information on the Council's websites is updated as required
-) To develop and maintain effective partnership working with external and internal agencies & officers, providing advice in relation to matters within the specialist functional area

Generic Duties and Responsibilities

-) To contribute to the continuous improvement of the Tri Borough Regulatory Services Partnership.
-) To properly manage evidence, records and data to ensure that confidentiality, continuity, integrity, data quality and requests for information requirements are observed.
-) To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
-) To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
-) To understand the Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
-) The Tri Borough Regulatory Services Partnership will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

-) To work flexibly, assist in the development of reports and be able to attend and speak at external & internal meetings and Council Committees as required.
-) To work on other specialist teams where required to meet the needs of the service.
-) Participate in the Merton & Richmond out of hours emergency contact scheme, as necessary, and ensure all of the appropriate protocols, structures and reporting are followed.

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PERSON SPECIFICATION

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Responsible to: Team Manager

Post number: TBC

Date: February 2020

Skills and Knowledge

The postholder is expected to have the ability to;

-) Have a flexible approach to work and the ability to perform well as part of a team
-) To work independently with minimal supervision, carrying out statutory duties relating to Noise & Nuisance within the Regulatory Services Partnership including the service of statutory notices
-) Provide advice to others on their functional areas
-) Support staff to ensure that service delivery objectives are met within agreed timescales, as necessary
-) Identify changes in their role which will enhance customer experience

Experience

The postholder is expected to have:

-) Previous experience in Environmental Health or;
-) Knowledge in Environmental Protection or Noise and statutory nuisance
Knowledge and understanding of the scope and role of regulatory codes of practice, the Police and Criminal Evidence Act and Regulation of Investigatory Powers Act

-) The ability to meet and monitor their work objectives
-) The skills to contribute to departmental projects / objectives.
-) Experience of using standard IT packages and ability to support others in their day to day use.
-) Good oral, written and presentation skills to provide clear and concise messages in a variety of internal and external contexts.
-) Experience in successfully managing own workload and supporting others in an environment where deadlines and priorities frequently change and are often conflicting.
-) Ability to work as part of a team and be able to deal confidently, calmly and sensitively with colleagues. Council, Members, the public and contractors.

Qualifications

-) Specialist training, experience, or a qualification, relating to Environmental Health or equivalent

And, as appropriate,

-) Certificate of Registration with the Environmental Health Officers Registration Board or equivalent
-) Or other specialist qualification