

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Waste Enforcement Manager	Grade: PO5
Section: Waste and Street Cleansing	Directorate: Resident Services
Responsible to: Assistant Director Waste and Street Cleansing	Responsible for: up to 8 staff
Post Number/s: POS004051	Last review date: June 2026

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

To lead, develop and deliver the Waste Enforcement Service across Richmond and Wandsworth, with accountability for enforcement strategy, legal compliance, operational performance, service improvement and risk management. The role drives intelligence-led enforcement, supports behavioural change, safeguards the Councils from legal and reputational risk, and ensures the service contributes effectively to corporate priorities and cleaner borough outcomes.

The post holder is responsible for the effective day-to-day management of waste enforcement activity on the public highway and, where necessary, private land, ensuring that enforcement action is lawful, proportionate, evidence-based and consistent with relevant legislation, including the Environmental Protection Act 1990, the London Local Authorities Acts, the Clean Neighbourhoods and Environment Act 2005, the Control of Pollution Act 1989, the Police and Criminal Evidence Act 1984 and relevant borough byelaws.

Specific Duties and Responsibilities

1. Lead and manage the Waste Enforcement team, including recruitment, performance management, supervision, training, development, health and safety, welfare and compliance with Council policies, procedures and codes of practice.
2. Provide clear management information and assurance on workload, case progression, enforcement outcomes, complaints, correspondence, Freedom of Information requests and service risks.
3. Hold responsibility for waste enforcement service performance, including local and national indicators, service standards, complaints, Member enquiries and other high-profile correspondence.
4. Develop, review and maintain enforcement policies, procedures and operational guidance, keeping up to date with national, London-wide and local legislation, policy, strategy, regulation and technical developments affecting the service.
5. Oversee representations, appeals, fixed penalty notices and prosecution casework, ensuring that enforcement decisions are lawful, proportionate, evidence-based and in the best interests of the Council.
6. Lead on the procurement, mobilisation, monitoring and performance management of external enforcement-related contracts, including litter enforcement arrangements where applicable.
7. Manage relevant budgets, income recovery, financial controls and resource allocation, ensuring that expenditure and income are monitored, reported and managed within agreed expectations.
8. Lead intelligence-led, data-driven enforcement activity, using evidence, trends, complaints, operational intelligence and performance data to target resources and improve service outcomes.

9. Provide strategic advice, briefings and performance reports to senior officers, Members and relevant boards, ensuring that data, risks, trends and recommendations are presented clearly and accurately.
10. Lead multi-agency partnerships and borough-wide initiatives with internal services, contractors, enforcement partners, legal services, police and other external stakeholders.
11. Resolve complex and persistent waste enforcement and environmental quality issues, applying judgement to balance legal, operational, reputational, community and political considerations.
12. Ensure that evidence, witness statements, records and case files are accurate, complete, securely maintained and submitted to the South West London Partnership or relevant legal body for prosecution where appropriate.
13. Provide expert advice and guidance on interviews, cautions, statement taking, evidence handling and criminal proceedings in accordance with the Police and Criminal Evidence Act 1984 and relevant waste management legislation.
14. Represent the Council professionally at meetings, hearings, partnership forums and events relating to waste enforcement, inspection activity and environmental quality.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond and Wandsworth Better Service Partnership.
- To comply with relevant codes of practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments, maintaining the confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity and inclusion, maintaining awareness of relevant policy and working to create a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role.

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Strong knowledge and understanding of waste enforcement legislation, investigatory practice and enforcement powers, including relevant provisions of the Environmental Protection Act 1990, Control of Pollution Act 1989, London Local Authorities Acts, Clean Neighbourhoods and Environment Act 2005, Police and	Y		A/I

Criminal Evidence Act 1984 and associated local byelaws.			
Strong understanding of the waste management sector, contractor management, partnership working and the operational interfaces between enforcement, cleansing, collections, legal services and customer services.	Y		A/I
Knowledge of overt and covert CCTV use in an enforcement environment, including appropriate controls, proportionality, evidence handling and relevant governance requirements.		Y	A/I
Proven knowledge and experience of managing budgets, income recovery, forecasting, financial monitoring and resource planning in a service delivery environment.	Y		A/I
Knowledge of the hazards involved in waste enforcement and experience of best practice in health and safety and safe working practices.	Y		A/I
Excellent written and verbal communication skills, including the ability to produce senior-level reports, briefings, correspondence, case documentation and responses to complaints, Members and residents.	Y		A/I
Experience	Essential	Desirable	Assessed
Substantial enforcement experience, including evidence gathering, statement taking, fixed penalty notices, case file preparation, representations, prosecutions and giving evidence in court or formal proceedings.	Y		A/I
Proven experience of leading, motivating and managing teams to deliver effective, safe, compliant and high-performing enforcement or regulatory services.	Y		A/I
Experience in customer care, complaint management and dealing with difficult or aggressive members of the public in an enforcement role.	Y		A/I

Experience of being flexible and adaptable to meet business needs.	Y		A/I
Experience of working collaboratively across teams and agencies to resolve complex operational, enforcement and resident-facing issues.	Y		A/I
Skills	Essential	Desirable	Assessed
Ability to exercise sound judgement, take ownership of complex enforcement decisions and work independently with appropriate escalation of risk.	Y		A/I
Ability to manage competing priorities, maintain accurate records, scrutinise evidence and deliver high-quality outputs under pressure.	Y		A/I
Qualifications	Essential	Desirable	Assessed

A – Application form / CV

I – Interview

I – Interview

T – Test

C – Certificate