

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Head of Integrated Enforcement	Grade: MG2
Section: Public Protection	Directorate: Chief Executive's Group
Responsible to following manager: Director of Public Protection	Responsible for following staff: Whole Integrated Enforcement Service (structure TBC, but will include line management responsibilities) Oversees S92 contract with MOPAC (25 police officers)
Post Number/s: POS004183	Last review date: September 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

The Head of Integrated Enforcement will lead the delivery of a modern, intelligence-led Integrated Enforcement Team (IET), working with council services, residents, partners and external agencies to improve community safety and public confidence.

The post-holder will provide strategic leadership, oversight and accountability for integrated enforcement operations, ensuring a coordinated, visible, and outcome-focussed service that supports the Councils' priorities and delivers tangible improvements for residents and businesses.

The post-holder will also be responsible for overseeing the s92 contract with MOPAC, which provides 25 dedicated police officers to Wandsworth, ensuring their tasking aligns with the Council's priorities and key issues, as well as the IET's work.

Specific Duties and Responsibilities

- To manage and ensure efficient operation of the organisation's Integrated Enforcement Service, so that the service's outcomes, targets, and commitments are delivered (in line with service plans and council-wide strategies).
- To lead and manage a team of enforcement officers delivering a 7-days a week service, between the hours of 08:00 – midnight (subject to change), ensuring the service operates and meets the needs of residents, senior officers, and Members.
- To oversee the s92 contract with MOPAC in Wandsworth, which provides 25 dedicated police officers to the borough, ensuring that their tasking and focus align with the IET's work, as well as the Council's priorities and key issues.
- To oversee the Councils' contracts with external enforcement agencies relating to ASB and environmental crime, ensuring that their tasking and focus align with the IET's work, as well as the Council's priorities and key issues.
- To manage the service's budget, ensuring financial procedures are adhered to, and the service prioritises value for money.
- To lead the service in achieving their corporate targets and objectives, and where performance targets are not being met, ensure that work is undertaken to address these challenges. This work may include the use of performance and/or capability procedures as well as the provision of additional support and guidance.

- To ensure that all enforcement powers are dispensed appropriately and as directed by the relevant legislation and that the officers have all been trained to obtain, and maintain, their work in line with statutory frameworks operating as dual badged officers.
- To deploy staffing resources in a way that effectively reduces crime, environmental crime, ASB and the fear of it, throughout both Boroughs.
- To procure and manage all contracts related to the IET.
- To ensure the service has the appropriate ICT and technology to undertake their work safely and securely ensuring that officers always use such technology – allowing you to manage information and interpret data, maintain records and produce statistical and performance reports for senior managers.
- To be the lead subject matter expert and advisor on legislative issues relating to the enforcement powers of the team, providing briefings and reports direct to senior management, the Community Safety Partnership and others as needed. This includes having detailed, working knowledge and experience of all relevant legislation including the Environmental Protection Act 1990, Clean Neighbourhoods Act 2005 and Anti-Social Behaviour, Crime and Policing Act 2014.
- To develop and implement operational practices and procedures for the Integrated Enforcement team ensuring that all officers are trained and adhere to them.
- To lead in addressing and responding to complaints from councillors, MPs, members of the public and/or the ombudsman relating to operational matters, or employees, of the Integrated Enforcement team.
- To develop and maintain effective relationships with internal and external partners and other enforcement agencies to ensure that crime and antisocial behaviour are tackled comprehensively.
- To organise own, and supervise allocated officers' workloads, time management and performance effectively, ensuring appropriate level of service cover to meet service requirements.
- To act as a professional witness, when required by the Police, Council or as part of a business contract, to give evidence in Court or through written statements.
- To ensure staff are effectively supervised and managed to investigate civil and criminal offences in accordance with the provisions of the Police and Criminal Evidence Act 1984, Criminal Procedures & Investigations Act 1996 or other appropriate legislation. Interviewing witnesses and obtaining evidence for use in

Court or other legal hearing, the taking and making of witness statements as required.

- To oversee and authorise civil and criminal legal case files created by Integrated Enforcement Officers allowing the Councils to take forward legal proceedings in accordance with the Criminal Procedures & Investigations Act 1996 and other appropriate legislation.
- To give evidence in Court or other legal hearing on behalf of the Councils, ensuring that all officers have appropriate authority to present with Right of Audience in place.
- To train and supervise staff in, and undertake surveillance of, possible offenders in accordance with the provisions of the Regulation of Investigatory Powers Act 2000 or other relevant provisions.
- To apply all relevant legislation and welfare rights with relevant regard to vulnerable persons, and child protection issues.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working 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 both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

Service conditions for employment:

- Possession of a current and valid Community Safety Accreditation Scheme certificate or, if you do not have one you will need to pass the CSAS security check prior to appointment and pass CSAS during first six months of probation period. Current and valid CSAS is a condition of continued Employment.
- Physically fit and mobile – able to patrol on foot, both alone and in pairs/groups for long periods.
- Able to undertake both mobile patrol and supervisory duties as tasked, using service issued vehicles as appropriate.
- Required to work outside in all weather conditions.
- Required to supervise the allocation, use and maintenance of all service allocated equipment (including PPE and service vehicles).
- May be required to work outside normal office hours including evenings, nights, weekends and public holidays to meet service requirements.
- Required to carry out appropriate duties, as directed, at any location in the Boroughs, to ensure that service delivery within the Service is maintained.

Team structure – *this is currently being developed, but will include line management and whole service responsibilities.*

Person Specification

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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
Thorough knowledge of the political and environmental context of Crime and Disorder reduction, particularly at the neighbourhood level	x		A/I

Understanding and experience of the workings and democratic processes involved in Local Government		x	A/I/T
Knowledge and first-hand experience of a wide range of criminal and civil legislation	x		A/I
Knowledge of criminal law and criminal proceedings	x		A/I
Understanding of s92 agreements between MOPAC and local authorities		x	A/I
Experience	Essential	Desirable	Assessed
Extensive management experience within an enforcement setting, including the effective management of people, budgets and resources	x		A/I
Experience of sustaining and building effective partnership / community working	x		A/I
Experience of implementing new initiatives and practices to shape, improve and sustain service delivery		x	A/I
Experience of undertaking and case managing criminal and civil enforcement, investigation, and prosecution.	x		A/I
Experience of responding to customer needs, undertaking feedback to customers and improving service based on feedback	x		A/I
Experience of managing customer expectations and demands	x		A/I
Experience in planning, delivery and evaluation of multi-agency operations	x		A/I
Experience of working with Elected Members, responding to needs and expectations within required timelines and to the highest standards	x		A/I
Experience of problem solving and partnership working to understand issues and work collaboratively to address them	x		A/I
Experienced in the designing, building and delivery of service plans with clear performance management frameworks		x	A/I
Experience in commissioning and contract management, ensuring best value for money is achieved always		x	A/I

Skills	Essential	Desirable	Assessed
Ability to coach and empower individuals to make the right decisions	x		A/I
Ability to develop new and emerging talent to further their careers		x	A/I
Ability to hold team to account and take tough action when needed	x		A/I
Demonstrates fairness and integrity to all	x		A/I
Ability to establish connections and credibility with senior stakeholders and external partners, fostering trust and facilitating collaborative working	x		A/I
Ability to prioritise and direct work to most suitable needs, working with minimal supervision	x		A/I
Qualifications	Essential	Desirable	Assessed
Possession of current and valid Community Safety Accreditation Scheme certificate <i>(or CSAS security check passed prior to appointment and CSAS passed during first six months of probation period)</i>	x		C

A – Application form / CV

I – Interview

T – Test

C - Certificate