

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Compliance Officer	Grade: PO1
Section: Waste & Street Cleansing	Directorate: Residents Services
Responsible to following manager: Waste Enforcement Manager	Responsible for following staff: NA
Post Number/s: RWE7200	Last review date: July 2025

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

Specific Duties and Responsibilities

1. Has overall responsibility for investigating, reviewing and making a sound judgement on complaints and appeals relating to Fixed Penalty Notices and Penalty Charge Notices across both councils.
2. May be required to work flexibly across both sites i.e. Richmond and Wandsworth.
3. Reviews and monitors complaints and other correspondence relating to Fixed Penalty Notices and Penalty Charge Notices from Councillors, MP's, members of the public, builders / developers and other statutory bodies and local authorities as necessary. Ensures that these are handled efficiently and effectively in an appropriate and timely manner in accordance with policy and procedures.
4. Responds to Members Enquiries regarding Fixed Penalty Notices and Penalty Charge Notices and waste enforcement ensuring that enquiries are dealt with within stipulated timescales.
5. Assists in dealing with the fly tipping witness inbox.
6. Issues S34 Notices to businesses and maintains electronic database for these.
7. Undertakes all tasks in accordance with laid down work practices and procedures. Interrogates IT system for management information and enquiries.
8. Undertakes routine analysis of management information and provides the Director/ Asst Director of Waste and Street/Enforcement Manager cleansing with information as required.
9. Assists Enforcement Manager in implementing policy developments in all the above areas.
10. Undertakes project and support work as specified by the Head of Inspection and Enforcement.
11. Maintains an up-to-date knowledge of all legislation which is relevant to the above areas of work and liaises with the Enforcement Manager regarding complex queries.

12. Responsible for providing monthly reports on Fixed Penalty Notice income by category. .
13. Arranges Mega Skips Days for both Richmond and Wandsworth, liaising with council members on locations, arranging with the events with the contractor and ensures that Parking Bays are suspended.
14. Maintains a waiting list of locations requested.
15. Maintains records of tonnage collected at each Mega Skip Day.
16. Undertakes any other duties within the general scope of the post as required by the Enforcement Manager.

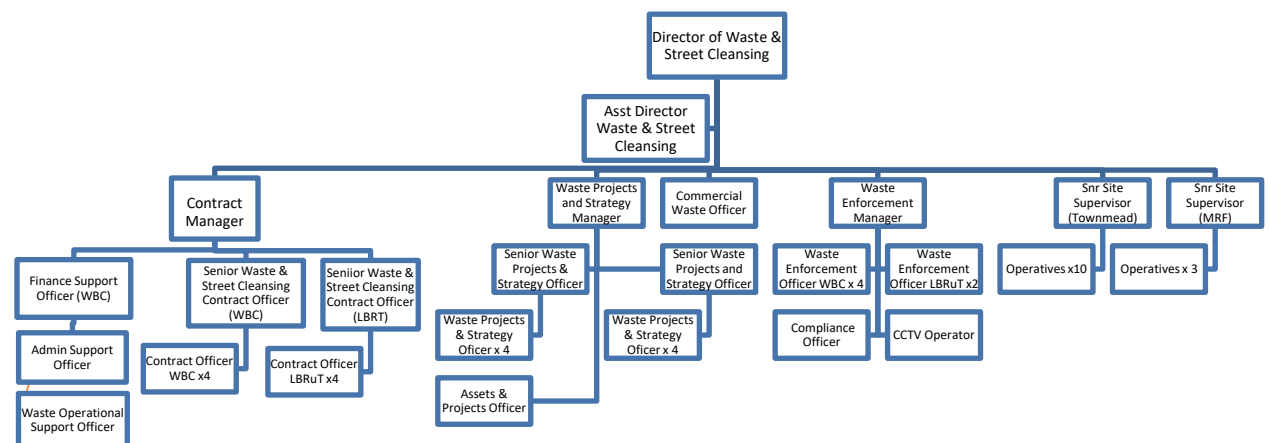
Generic Duties and Responsibilities

- 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

- Is required across both sites i.e. Richmond and Wandsworth.

Team structure



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
Extensive working knowledge of legislation governing areas of work e.g. The Environmental Protection Act 1990.	Y		A/I

Working knowledge of developing and maintaining record keeping systems and processes	Y		A/I
Working knowledge or ability to learn bespoke computer systems operated in the team, e.g. CONFIRM, Integra		D	A/I
Experience	Essential	Desirable	Assessed
Proven experience of responding to Member enquiries	Y		A/I
Proven experience of successfully managing workload to meet ever-changing priorities	Y		A/I
Effective oral and written communication skills	Y		A/I
Proven experience of reviewing and maintaining systems	Y		A/I
Experience of collating statistical information		D	A/I
Experience of accurately recording and inputting information within agreed timescales	Y		A/I
Experience of dealing successfully with confrontational situations	Y		A/I
Skills	Essential	Desirable	Assessed
Ability to work independently using own initiative	Y		A/I
Ability to produce accurate work particularly when dealing with tasks simultaneously	Y		A/I
Ability to write short committee reports		D	A/I
Qualifications	Essential	Desirable	Assessed

A – Application form / CV

I – Interview

T – Test

C - Certificate