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| Job description |  |

**Environmental Ranger (Ref xxxx)**

# Reports to: Environmental Protection and Waste Manager Responsible for - Directly: 0

**Total staff managed: 0**

**Working environment: Primarily Working on site across the Borough with office-based work as required**

**Purpose of role:**

* To make Great Yarmouth a cleaner and more attractive place to live and visit.
* Ensuring that the Council’s statutory regulatory functions are being carried out and that all legislative requirements are being complied with.

# Key result areas:

**Corporate responsibilities**

* To make Great Yarmouth a cleaner, safer and more attractive place to live and visit by working with the community, local businesses, public bodies, stakeholders, schools and voluntary organisations, to reduce littering, dog fouling, vandalism and fly tipping.
* To protect public health by carrying out inspections and investigating complaints to ensure compliance with the relevant legislation, including the provision of information and advice and enforcing the relevant legislation.

# Operational responsibilities (managing/developing)

* To respond to complaints relating to local environmental quality including fly tipping, waste management, wheeled bin issues, littering, fly posting, graffiti, dog related issues and criminal damage.
* To carry out formal investigations and interviews carried out to Police and Criminal Evidence Act (PACE) standards and to collate evidence including taking formal statements from witnesses, the searching for evidence and viewing/retrieval of CCTV footage.
* Day to day management of casework including dealing with confrontational situations and addressing issues from all sectors of the community including vulnerable persons. Liaising and referring to relevant agencies as appropriate.
* To carry out enforcement action where considered appropriate including the issuing of fixed penalty notices both on the spot and retrospectively, the preparation and serving of formal notices, preparing evidence and management of case files for submission to the Court , liaising with the Council’s legal team over cases and to attend Court to provide evidence as necessary.
* To ensure that domestic and commercial waste is presented for disposal in the correct manner, on the appropriate day in the correct place. In the case of commercial waste ensure commercial operators comply with “duty of care” legislation, apply enforcement as appropriate to the circumstances.
* To act on behalf of the Council as a professional visible point of contact around local environment quality for the public, businesses, community/voluntary groups and partner agencies.
* To support environmental awareness and recycling initiatives with the public, schools, colleges, parish councils and voluntary bodies.
* To plan and work on targeted initiatives in conjunction with partners to address areas specific problems utilising best practise and innovative ideas
* To represent the Council and provide advice, guidance and presentation on environmental issues and waste management at meetings with other departments, partner agencies, parish councils and residents
* To represent the Council on environmental issues through social media and the various media channels
* To assist with the development, planning anddelivery of targeted communications with regard to localised and borough wide issues including recycling
* To co-ordinate, facilitate and encourage the work of community action groups and Community Dog Wardens. Support, arrange and supervise volunteers wishing to carry out litterpicks.
* When appropriate detain and deal with stray dogs and other wildlife. To support the work of the Councils stray dog contractor where required.
* To carry out environmental visual audits and surveys both independently and with partner agencies to identify street scene issues which require attention. Dealing either directly or indirectly with the issues identified to ensure appropriate remedial action is taken.
* To carry out or arrange the removal of fly tipping, graffiti and fly posters. This includes dealing with high risk waste including the neutralisation of blood spills, removal of faeces, needles and dead animals.
* To complete the routine safety audits of Council play areas and seafront’s to identify risk to the public and mitigate the Council against liability
* To work outside of normal office hours when required based on service demand, for example preplanned inspections, investigation or monitoring work.
* To undertake any appropriate duties required to meet the Council’s obligations under the Civil Contingencies Act and to work out of normal office hours as required to meet the needs of the role.
* To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
* To produce written reports and statements relating to visits, complaints and enquiries and to send letters and make requirements in accordance with Departmental procedures.
* To maintain records as required for administrative, historical and legal purposes.
* To undertake any other duties appropriate to the title and grade of the post

# The above may change subject to consultation with the post holder.

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**



Person specification

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| **Environmental Ranger (REF: xxx)** | |
| **Experience/ Knowledge** | Ability to advise and advance partnership working. (range of partners)  Skill and ability to communicate verbally to professionals and non-professionals.  Ability to effectively communicate and work with a range of other people in a team and as a team player. (merge these)  Ability to be innovative in developing new solutions.  Experience in basic report writing and the presentation of clear, reasoned structured information, i.e. reports, letters and briefing notes.  Enforcement cases and prepare and collecting evidence |
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| **Qualifications** | NVQ level 2 or equivalent or relevant experience working in frontline customer facing service.  A full current driving licence.  Waste/enforcement qualification or relevant experience in a similar |
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| **Competencies** | Confident telephone manner.  Ability to question and interview and question individuals in a pressurised environment  The ability to prioritise work and to forward plan to meet personal, team and departmental deadlines.  A high standard of interpersonal skills to enable you to communicate effectively and clearly with a wide range of people and groups.  The ability to use information technology.  The ability to be able to review and revise personal work programmes to achieve Departmental and Corporate work objectives. |

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| **Personal Qualities and Attributes** | Self- motivated and able to motivate others.  An ability to work under pressure with the minimum of supervision, to prioritise and meet deadlines.  An ability to lead and support project development.  Ability to listen and remain calm whilst dealing with difficult situations involving others, either in person or on the telephone.  To demonstrate effective time management.  To be able to demonstrate a non-threatening and even handed approach and be able to identify potential aggressive situations and satisfactorily resolve.  The ability to listen and remain calm.  To demonstrate empathy with others.  The ability to acknowledge other’s points of view whilst maintaining direction, and meeting targets. |
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| **Behaviours** | Effective communication Working together  Taking personal responsibility Putting Great Yarmouth first Respecting others  People focused  Embracing change |
| **Personal Circumstances** | An ability to work outside normal working hours when necessary and to be flexible at other times to meet the Council’s duties. |