

JOB DESCRIPTION

Job Title	Noise and Nuisance Officer
Position Number(s)	50982147 and 50982941
Department	Environmental Health/Public Protection
Section or Service	Noise and Nuisance Team
Grade	Range C

DESIGNATION:

Responsible to:	Area Senior Officer and the Team Manager
Employees directly supervised (if applicable):	n/a
Family Tree	
<i>Indicate by means of a diagram the position of job within the organisation or attach an organisation chart.</i>	

1. JOB PURPOSE:

To ensure that the impact from noise and nuisance on residents and others within the Royal Borough is controlled using appropriate enforcement powers, negotiation and practical knowledge both during office hours and as part of an out of hours 7 day a week service operation.

2. DESCRIPTION OF DUTIES:

1. Respond to, investigate and resolve, within published service standards, wherever possible, service requests relating primarily to noise and nuisance, but also complaints relating to other areas within the Environmental Services remit.
2. Work outside of normal office hours as part of the Noise and Nuisance Service's 24 hour/7 days a week shift system.
3. To assist in the preparation of the service and enforcement of legal notices under the Environmental Protection Act 1990, Control of Pollution Act 1974 and any other legislation that is appropriate to secure the main purpose of the post.
4. To follow up and re-visit where informal and formal action has been taken, checking works in progress, ensuring that the necessary works, etc. have been properly executed in accordance with good practice. To identify those cases where notices have not been complied with and take appropriate enforcement action.

5. To carry out visits and gather evidence from time to time, out of hours, for colleagues in other teams such as Licensing Enforcement, Planning Enforcement and the Construction Management Team.
6. To work closely with other teams within the 'CREST' group of teams (e.g. Construction Management Team, Community Safety Wardens, etc.) to promote collaborative working, data sharing, and co-ordinated intervention to ensure the best service for residents.
7. Assist the instigation of all necessary legal action in line with Council policy, including the preparation and presentation of evidence at Court and Tribunals.
8. Respond to correspondence and maintain up to date records on the Boroughs' computer systems, officer notebooks, records of visits made and action taken to ensure a complete record of cases is maintained in the event of later enquiries, complaints or subsequent legal action.
9. To give advice to the general public and commercial undertakings on Environmental Health matters relating to premises in the borough.
10. Contribute to projects and initiatives in relation to the work of the Noise and Nuisance Team and, where appropriate, the Council or Team as a whole.
11. Respond to out of hours Borough Duty Officer requests as received during the course of noise and nuisance shift work.
12. To keep abreast of appropriate legal and technical developments in noise and nuisance.
13. Meet performance targets for proactive and reactive work.
14. Undertake projects and initiatives to improve the delivery of the service. These projects may reflect the impact of the wider environmental agenda on the operation of the premises visited.
15. To prepare detailed reports relating to case work and wider noise and nuisance issues and attend internal and external meetings and Committees of the Council when required.
16. Assist in maintaining Quality Assurance procedures and other documentation used by the Residential Teams.
17. Participate in the training of businesses, health promotion initiatives and the staff training programme as required.
18. Ensure effective liaison is maintained with other relevant colleagues about matters relating to work within their areas.
19. Become familiar with operational policies, procedures and techniques relevant to the job.
20. Keep abreast of technical and legal developments in all areas of Environmental Health.
21. Undertake enforcement at the Notting Hill Carnival as required. Duties include monitoring and taking action under all relevant legislation where appropriate.
22. Cover the work of colleagues in time of leave, sickness or other absenteeism.
23. Carry out such other duties relevant to the post when required.

As the Council moves towards further flexible ways of working be prepared to embrace different methods of working for example flexibility about working hours.

Civil and Other Emergencies

Officers to support the Council's role in planning for and responding to civil and council emergencies using skills/expertise of the post holder, and in accordance with council emergency procedures. To provide emergency contact details for the purposes of emergency and service continuity plans.

I.T.

To use the Council's office-based and mobile IT services for the input, access and transmission of information using the appropriate level of information security and classification through the use of electronic mail, diaries, word-processing, spreadsheets and databases as well as any specific job-related applications as required to carry out the duties of the post.

Information Management

Officers to comply with information rights legislation and the Council's data quality standards by applying information management related policies.

To report instances of non-compliance, errors, omissions or inadequacies in procedures to the business unit manager.

Equal Opportunities

To know and adhere to the Council's equal opportunities policy and equalities legislation and implement in relation to job responsibilities in employment and service delivery.

Health and Safety

Officers to take reasonable care for his/her own health and safety and any other person(s) who may be affected by his/her acts or omissions at work, in accordance with the Health & Safety legislation and Team risk assessments.

To co-operate with the Council insofar as is necessary to enable it to comply with its duties under relevant health and safety legislation.

Smart-working

Work under the council's smart-working policy and timesheet to assist in providing value for money to clients.

I agree to the above job description

Post Holder.....

Date.....

Head of Service.....

Date.....

3. DIMENSIONS:

The Noise and Nuisance Team operates 7 days a week and until the early hours of the morning dealing with 15,000 complaints a year.

I agree to the above job description

Post Holder.....

Date.....

Director / Chief Officer.....

Date.....

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Noise and Nuisance Officer
-------------------	----------------------------

Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	<p>Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.</p>
B	<p>Qualifications</p> <p>Essential:</p> <ul style="list-style-type: none"> ✓ An understanding of environmental legislation and its enforcement. ✓ Valid clean driving licence. <p>Desirable:</p> <ul style="list-style-type: none"> ✓ Recognised Degree or Diploma in Environmental Health or relevant subject area ✓ A specific noise qualification (MSc/Diploma in Acoustics and Noise Control); and/or ✓ A qualification in licensing and/or planning ✓ Member of Institute of Acoustics or Chartered Institute of Environmental Health or relevant professional body

C	<p>Skills; Experience and Attitude</p> <p>Essential:</p> <ul style="list-style-type: none"> ✓ Essential to have working knowledge of relevant legislation and powers (i.e. Environmental Protection Act 1990, Control of Pollution Act 1974, Noise and Statutory Nuisance Act 1993). ✓ Capable of keeping detailed, concise and accurate records of all visits and actions and preparing witness statements, writing notices and schedules. Capable of corresponding in simple straightforward language. ✓ Capable of dealing with confrontational situations confidently, calmly, assertively and impartially. Have good listening and negotiation skills. Capable of adapting style and approach to different situations and groups of people. ✓ Genuine commitment to customer care and equality in the delivery of a good quality service. ✓ An ability to organise and prioritise workload when under pressure with good problem solving skills and ability to work as a member of a team. <p>Desirable:</p> <ul style="list-style-type: none"> ✓ High level of computer literacy. ✓ Experience of investigating noise complaints and taking appropriate follow up action, preferably on a shift work basis. ✓ Experience of using relevant legislation and powers, i.e. service of statutory notices, court proceedings, etc. ✓ Recent suitable and practical experience of enforcement within the Noise and Nuisance field. ✓ Recent experience of investigating complaints, dealing with enquiries and undertaking enforcement action in relating to Noise and Nuisance. ✓ Experience of undertaking projects, researching topics and preparing and writing reports. ✓ Knowledge of a wide range of preventative and promotional health, safety and welfare measures in relation to Noise and Nuisance.
----------	--

Our Values & Behaviours

<p>D</p>	<div data-bbox="245 232 852 309" data-label="Section-Header"> <p>PUTTING COMMUNITIES FIRST</p> </div> <ul data-bbox="293 338 1193 434" data-label="List-Group" style="list-style-type: none"> • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. <p data-bbox="245 465 852 488">The following examples are indicators of effective behaviour:</p> <ul data-bbox="293 519 1091 602" data-label="List-Group" style="list-style-type: none"> • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. <p data-bbox="245 629 512 651">Our residents will feel that:</p> <ul data-bbox="293 683 967 766" data-label="List-Group" style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
<p>E</p>	<div data-bbox="252 828 826 913" data-label="Section-Header"> <p>RESPECT</p> </div> <ul data-bbox="293 929 1461 1050" data-label="List-Group" style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. <p data-bbox="258 1084 866 1106">The following examples are indicators of effective behaviour:</p> <ul data-bbox="293 1137 1437 1220" data-label="List-Group" style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. <p data-bbox="245 1245 512 1267">Our residents will feel that:</p> <ul data-bbox="293 1299 823 1382" data-label="List-Group" style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
<p>F</p>	<div data-bbox="258 1433 833 1514" data-label="Section-Header"> <p>INTEGRITY</p> </div> <ul data-bbox="293 1532 1434 1621" data-label="List-Group" style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p data-bbox="245 1653 852 1675">The following examples are indicators of effective behaviour:</p> <ul data-bbox="293 1706 1331 1789" data-label="List-Group" style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p data-bbox="245 1814 512 1836">Our residents will feel that:</p> <ul data-bbox="293 1841 1179 1924" data-label="List-Group" style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued

G

WORKING TOGETHER

- We work together and in partnership with everyone that has an impact on the lives of our residents.
- We want to understand, learn from each other and continually adapt.

The following examples are indicators of effective behaviour:

- I work with others to provide an effective service for residents, local communities and other departments within the Council.
- I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.
- I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.