

**GOSPORT BOROUGH COUNCIL**

**STREETSCENE –ENFORCEMENT TEAM - JOB ROLE**

**JOB TITLE: Enforcement Team Supervisor**

**SALARY: GRADE 9 (£46,142 - £50,269)**

**What is the Role?**

The Enforcement Team Supervisor reporting to the Head of Environmental Health, Enforcement and Parking, will manage a team of Enforcement Officers (EOs), providing the services for parking and enforcement of environmental crimes and byelaws in the Borough. This is a dual role incorporating the duties of an EO whilst supervising the remaining 5 Enforcement Officers

The service contributes to the Council priorities of making Gosport a cleaner greener place to live, work and visit with great play and leisure facilities whilst providing value for money.

This post will be 37 hours generally Monday – Friday within shift patterns determined by HoEH with some weekend working to meet operational requirements.

You will

* Have full line management responsibilities for a team of Enforcement Officers including organisation, allocation and monitoring of work, performance monitoring, leave arrangements, personal and development reviews, recruitment, training and disciplinary matters.
* Ensure the operational enforcement service is delivered on a daily basis, tasking, prioritising and monitoring the workload and performance of the Team ensuring all targets and objectives are met.
* Ensure the Team members are following due process, have required levels of knowledge and training in procedural and legislative requirements, provide written procedures, ensuring up to date work processes are in place to deliver efficient ways of working.
* Cultivate motivation within the Team to maintain a professional service and achieve corporate priorities.
* Undertake all of the usual duties of an Enforcement Officer as required.
* Ensure risk assessments are kept up to date and all safety procedures are current.
* Be responsible for maximising income ensuring that processes are followed to recover income from penalty notices.
* Oversee the fitness for purpose of enforcement equipment and vehicles, sourcing repairs and spares when required
* Provide advice and guidance to officers, Councillors and members of the public and liaise with external agencies
* Investigate, liaise and respond to complaints in line with the Council’s policy
* Assist at Civic and other Council events including emergencies.
* Undertake any other duties consistent with the post as directed by the Head of Environmental Health.
* Interview under caution and where applicable attending court to present evidence for prosecutions.

**Who is the person?**

Have in depth knowledge of Parking and Enforcement Legislation.

Experience of working within a Parking and Enforcement team or equivalent with a record of high performance.

Experience in evidence based investigations with good analytical and problem solving skills.

Experience of supervising, managing and motivating staff.

A confident communicator able to work with members of the public, colleagues, Members and partners promoting good customer relations and partnership working.

Ability to manage difficult situations and customers.

Good organisational and time management skills with the ability to be flexible and reprioritise tasks as resources and situations demand.

A positive attitude and approach to ensure high quality team performance.

You will hold a full current driving licence.