NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

JOB DESCRIPTION

Job Title:	Mobile Multi-Functional (MMF) Officer		**Grade:**	6
Directorate:	Sustainable Environment and Operations		**Service:**	Neighbourhood Delivery
Post No:	MMF-03-01	**JE Ref:** EE136	**Date of Issue:** March 2022	
Responsible to:	Senior MMF Officer			

Main Purpose of Job:

To support the Senior MMF Officer in the day-today delivery of our Mobile Multi-Functional approach and principles. To undertake duties in environmental enforcement, community safety and neighbourhood-based services areas, ensuring that work processes, standards and compliance are maintained and continuously improved in accordance with the council's decisions and operational policies and procedures. To deliver the service in accordance with the policies, priorities, culture and values of the council.

To deliver a responsive and effective service with advice and support and evidence gathering in relation to cases as they arise.

Main Tasks/Duties/Responsibilities

1. Support the MMF Senior Officer with the day to day service delivery across environmental enforcement, community safety and other neighbourhood-based issues.
2. To be field based in one or more areas of specialism, personally owning the resolution of low level cases.
3. Assist with operational cases and tasks for the service area.
4. To gather evidence in defined specialist areas of environmental education and enforcement, community safety and neighbourhood-based services, including environmental crime, stray dogs, abandoned vehicles, untidy gardens, unauthorised incursions, PSPOs, CPN/CPWs.
5. To assist the MMF Senior Officer in the implementation of new and innovative approaches to problem-solving for the areas of specialism, collaborating with partners to enable effective short and long term solutions to identified issues
6. To provide support to the MMF Senior Officer for the gathering of evidence and data collation for escalation of more complex case issues.
7. Resolve straightforward enquiries across **all** Mobile Multi-Functional services areas, supported by information and guidance.

Occasional Tasks/Duties/Responsibilities

To keep up to date on relevant legislation including participating or delivering training where relevant in order to implement findings or new requirements locally.

To work with partner organisations to produce and promote marketing materials, campaigns, community events and conferences to promote awareness and reporting, projects and initiatives.

To assist the Senior MMF Officer in the development of research and information and to use data effectively in the formulation of key projects relating to community safety and environmental enforcement.

To work effectively with the communications team to publicise and promote environmental education and enforcement, and neighbourhood-based working related initiatives.

To represent the Council and the Neighbourhood Delivery Service both locally and further afield – regionally and nationally and on local partnership bodies.

To ensure that the Council's corporate values, objectives and policies are correctly interpreted and effectively incorporated into delivery processes/arrangements for your service area.

To assist the Senior MMF Officer to identify and implement changes that improve the delivery of the service in accordance with the Council's stated values, priorities and objectives, promoting transformational change and ensuring that the service contributes towards the Council's aim of achieving excellence.

To ensure all Human Resources (HR) matters relating to staff are managed effectively and in accordance with the Council's policies and procedures dealing with attendance, and discipline issues and all matters associated with routine management (including leave, overtime etc) in accordance with the Council's agreed policies and procedures, consulting the Human Resources Service as required.

To contribute to negotiations with the Council's suppliers as appropriate to obtain economic advantage and to optimise value for money.

To deputise for the Senior MMF Officer(s) in their absence as required, in particular in relation to issues related to your own service area.

To be prepared to work flexibly in order to fully meet the objectives of this post and the service, including working occasional unsociable hours where required (e.g. evenings and weekends) and being prepared to travel.

General

1. To be aware of and comply with current Health and Safety Regulations and the Borough Council's Health and Safety policy and procedures as they relate to the duties and responsibilities of the post.

2. To be proactive in personal and professional development, updating knowledge and skills by appropriate means as agreed annually through the Council's Performance Appraisal Scheme.

3. To maintain awareness of risks and incorporate these into the formal risk management process and also to control the risks inherent in your job and report any risk concerns to your manager.

4. To produce any performance information required in a reliable, timely and accurate way, in accordance with the Council's Data Quality Policy and identified KPIs.

5. To be aware of and adhere to the Council's Equal Opportunities Policy.

6. To undertake any other duties as may be reasonably allocated to the postholder commensurate with the grading and responsibilities of the post. (Where necessary, reasonable adjustments will be made in accordance with the Equality Act).

7. To be familiar with the obligations and requirements of the council's information security and data protection policies and procedures as they apply to the post, ensuring that confidential and sensitive data used by the post holder is held securely and personal data is obtained, processed and disclosed only in accordance with the principles and requirements of the Data Protection Acts.

This job description is not exhaustive providing an indication only of the scope and length of the main duties and responsibilities to be undertaken by the postholder and may be subject to amendment or alteration. It may be changed from time to time to meet changing circumstances and does not form part of your contract of employment.