

## **Enforcement Officer**

### **The purpose of the job:**

Resolve noncompliance boats issues in order to maximise profitability through reduced evasion figures and efficient management using agreed processes.

### **Level of Customer Contact** (Please circle):

Very High

### **Day to day tasks, including challenging aspects of the job:**

- Ensure that all unlicensed and unidentifiable boats are licenced, those that remain outside the terms and conditions are removed from BW waters.
- Process all documentation relating to legal enforcement notices, give evidence on behalf of BW / (Canal and River Trust) at court in support of Bye Law offences, civil proceedings, licence evaders etc.
- Working with the Enforcement Supervisor for the removal, storage and brokerage of S8 and S13 boats. Manage the process and any associated task/issues, including recording costs.
- Collect data and analyse boat movement details to target non-compliant boats, including continuous cruisers and mooring overstayers.
- In line with national guidelines produce reports and follow procedures and processes to ensure consistency across your area of responsibility.
- Cover other Enforcement Officers areas when required.
- Ensure that the safety requirements are adhered to i.e. lone working, risk assessment, method statement, confined spaces, asbestos etc.
- Investigate and report on specific tasks/incidents.
- Liaison with Shared Service department to manage aged debt and non-standard payment terms.
- Support Mooring Mangers to ensure enforcement issues are tackled at BW / (Canal and River Trust) mooring sites.
- Liaison with finance colleagues to track income and address deviations from plan.
- Liaise with press officer to ensure coverage of enforcement activity in local waterway publications, internal bulletins and national press where appropriate.
- Input into national process and strategy development for enforcement / licensing processes

### **Give details of any formal training to be offered:**

A training programme will be developed to suit the person's skills and requirements of the role including those listed in the P&C Profile.

## **The Person**

### **Qualifications and knowledge required:** (indicate if essential/preferred)

Computer literacy, including knowledge of appropriate business software and systems and SAP (preferable)

Knowledge of British Waterways' / (Canal and River Trust) craft licensing system (preferable)

Basic knowledge of BW / (Canal and River Trust) policy, principals & standards (preferable)

Worked with customers where a structured approach is required preferably in the customer services industry.

### **Skills and experience required:** (indicate if essential/preferred)

High level of customer service skills, ability to deal with complex issues and a variety of customers in difficult circumstances. The job involves a high level of contact with customers ensuring evading boats are dealt with quickly and effectively reducing the overall evasion rate within your area.

The individual needs to be highly organised and target driven to contribute to the overall team objectives/ targets for the enforcement team.

Able to communicate effectively both internally and externally to a wide variety of customers, including court appearance when representing BW / Canal and River Trust.

Driving licence essential

Uniformed position.

Helmsman/deckhand qualification (possibly BML) may be required in areas where a patrol boat may be operated.

Need for occasional weekend working, especially during the boating season.

### **Personal Qualities:**

Commitment to deal with often difficult issues.

Able to work under own initiative and deliver results in challenging situations.

This role requires excellent team working skills, a logical thinker with a positive 'can do' attitude!