

Position details form

1. Identifying information.			
Directorate:	Marketing		
Position name:	Enforcement Supervisor	Numbers of this position:	5
Where located: e.g. N, M, S, W&W	Enf Area	Ops Area	No of positions
	North	1,2,3	1
	Wales & West	4,7,8	1
	East Midlands	5,6	1
	South East	9	1
	South	10,11	1
Acceptable reporting bases:	Within the enforcement area		
2. Level of similarity to existing positions.			
New position			
3. Overall purpose of the position.			
Ensure that the enforcement team is consistent in all tasks and processes, compiling reports and analyzing information across all areas of enforcement in order to maximize profitability through reduced evasion figures and efficiently management of any non compliance.			
4. A list of key responsibilities. Key responsibilities that fall within the remit of this position in achieving the above. Ideally between 5 and 8 key responsibilities.			
<ol style="list-style-type: none"> 1. Manage the staff in your team, including carrying out development reviews, audits, recruitment, discipline, compiling rosters etc and ensure process compliance across full teams 2. Oversee the removal, storage and brokerage of S8 and S13 boats and any associated task/issues, including recording costs. Ensure every file is reviewed prior to passing to the Contracts Manager to ensure that the S8/13/CC process has been correctly followed. 3. Review the documentation relating to legal enforcement notices, give evidence on behalf of BW at court in support of Bye Law offences, civil proceedings, licence evaders etc 4. Act on analysis of boat movement details to target non compliant boats, including continuous cruisers and mooring overstayers. 5. In line with national guidelines produce reports and follow procedures and processes to ensure consistency. 6. Ensure that the safety requirements are adhered to i.e. lone working, risk assessment, method statement, point of work assessments, confined spaces, asbestos etc. Identify any areas not covered by the necessary RA / MS and ensure they are produced and shared with the full team. 7. Investigate and report on specific tasks/incidents including complaints investigation and draft response. 8. Carry out day to day enforcement officer's duties to cover sickness, holidays and other necessary circumstances. 9. Ensure any areas / circumstances not currently covered by national processes are identified and reported to the EOM along with details of any suggestions / changes required to existing processes. 10. Liaison with Shared Service and BLT departments to manage aged debt and non standard payment terms and the process. 			
5. Where it fits into the structure.			
Reports to the Enforcement Operations Manager and has line management responsibility for			

Enforcement Officers and Data Collectors. Close working relationship with Boating Support team, especially the Boating Analyst and the Boating Co-ordinator for the corresponding area.

Outside the Marketing directorate – key relationships with BLT, Shared Services and Waterway Unit.

6. Required capabilities: qualifications, skills, experience, personal qualities

Good knowledge of British Waterways' enforcement procedures, bye-laws and boat licensing terms and conditions.

High level of customer service skills, ability to deal with complex issues and a variety of customers in difficult circumstances. Ability to communicate effectively both internally and externally to a wide variety of customers, including court appearances and user group forums.

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

This role requires excellent team working skills, a logical thinker with a positive 'can do' attitude who has shown an aptitude for man management or project leading.

Driving licence essential – company car.

Uniformed position.

BML is preferable (or willing to work towards obtaining one) in areas where a patrol boat may be operated.