JOB DESCRIPTION

This form summarises the purpose of the job and lists its key tasks. It may be varied from time to time at the discretion of the Authority, in consultation with the postholder.

Job title: Apprentice/Trainee Parks Compliance & Enforcement Officer

Reports to: Senior Parks Compliance & Enforcement Officer

Team Place – Parks & Leisure

Grade 3

Last updated October 2026

Job Summary

Learning & Development

The postholder will work towards the relevant accredited apprenticeship qualification as part of the structured learning and development programme.

- Operate as a structured career-development role supporting Parks inspection, education, engagement and compliance/enforcement activity, progressively creating service capacity as competence and authorisation develop.
- Support inspection, education, engagement and enforcement work required to keep parks and open spaces safe, welcoming and appropriately managed.
- Progressively undertake more technical and enforcement responsibilities as knowledge, competence, accreditation and formal authorisations are achieved.

Key Tasks

Operational Responsibilities

- Support park inspections, patrols, evidence gathering, photographs, records, research and case preparation.
- Respond to straightforward customer enquiries within the level of training received and refer more complex matters to experienced officers.
- Support public education, visible park presence, community walks/talks and campaigns intended to encourage voluntary compliance.
- Assist with monitoring and communication relating to Public Spaces Protection Orders and other Parks rules or restrictions.
- Following appropriate training, accreditation and formal authorisation, support and progressively undertake enforcement activity appropriate to the role, which may include PACE-compliant interviews and Fixed Penalty Notices.
- Maintain accurate case, inspection and customer records and contribute to service performance and intelligence reporting.

Team Working Responsibilities

- Engage fully with the Council's apprenticeship/trainee development programme, supervision, PDR process and required training.
- Take responsibility for personal learning and apply training safely and accurately in the workplace.
- Accept progressive responsibility only when competence has been demonstrated and appropriate supervision or authorisation is in place.
- Learn from the Senior Parks Compliance & Enforcement Officer and other experienced colleagues through observation, coached activity and supervised casework.
- The role is not treated as full independent officer capacity during the initial training and authorisation phase; responsibility increases progressively as competence is demonstrated.

Communication & Contacts

- Communicate professionally with residents, park users, community groups, contractors and colleagues.
- Explain rules and expected behaviour clearly and positively, using education and engagement wherever appropriate.
- Seek support promptly when situations exceed the postholder's training, authority or experience.
- Work collaboratively with Parks colleagues and relevant partner services.

Financial / Budgetary Responsibilities

- Use Council equipment and resources responsibly and accurately record work and activity as required.

- Support collection of information used for service performance and resource planning.
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Other

- Follow personal-safety, lone-working, safeguarding, equality and Council procedures.
- Undertake only activity for which the postholder has been trained, assessed as competent and appropriately authorised.

PERSON SPECIFICATION

This form summarises the purpose of the job and lists its key tasks. It may be varied from time to time at the discretion of the Authority, in consultation with the postholder.

Job title Trainee Parks Compliance & Enforcement Officer

Reports to Senior Parks Compliance & Enforcement Officer

Team Place – Parks & Leisure

Grade 3

Last updated October 2026

We want the postholder to be able to demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

- Personal effectiveness
- Proactive
- Managing relationships
- Communication
- Customer focus
- Commercial focus*

Key Criteria

Qualifications and Experience

- Good standard of general education including English and Maths at GCSE standard or equivalent.
- No previous professional enforcement experience required; customer-service, outdoor, community or organised-work experience desirable.
- Willingness and ability to complete all training, accreditation and assessments required for the role.

Specialist Knowledge and Job Requirements

- Interest in parks, community safety, compliance, enforcement or local government.
- Ability to learn legislation, procedures, evidence requirements and digital recording systems.
- Basic computer skills and good attention to detail.
- Clear and respectful communication; reliable, organised and willing to learn.
- Positive approach to education, prevention and fair, proportionate enforcement.

Other

- Able to work outdoors and travel between sites.
- Driving licence desirable.

- The council is committed to safeguarding and promoting the welfare of all its residents specifically children and vulnerable adults. The council expects all its staff to have an understanding of Safeguarding and to share this commitment.

TRAINEE PARKS COMPLIANCE & ENFORCEMENT OFFICER (APPRENTICE)

Applicant Information Sheet

About the role
This is a developmental role within the Parks & Leisure service. The apprentice will combine formal learning with supervised workplace experience across parks and open spaces, gradually developing the knowledge, skills and confidence needed to support inspections, public engagement, compliance and proportionate enforcement.

Apprenticeship

Proposed apprenticeship standard: Regulatory Compliance Officer, Level 4 (ST0430).

This standard is designed for people performing regulatory services functions and supporting compliance activity, including within local authorities. It is therefore a strong fit with the intended Parks compliance and enforcement development route. The apprenticeship typically runs for around 24 months, followed by end-point assessment. The final training provider and delivery arrangements will be confirmed by the Council.

What you will learn and do

Parks inspections and visible presence - Join officers on inspections and patrols across parks, open spaces, play areas and other Council-managed sites. Learn how site condition, safety, behaviour and service standards are observed, recorded and followed up.

Community engagement and education - Speak with residents, park users, community groups and young people in a professional and approachable way. Support high-profile park walks, talks, campaigns and educational activity designed to encourage responsible use of parks and voluntary compliance.

Public Spaces Protection Orders (PSPOs) - Help with the practical work needed to introduce and operate PSPOs, including site surveys, evidence gathering, consultation support, public information, signage checks, monitoring and recording compliance issues.

Evidence and casework - Learn how to gather and record information properly, including accurate notes, photographs, inspection findings, customer information and other evidence. Support straightforward case preparation and understand why evidential quality, confidentiality and accurate records matter.

Compliance and enforcement - Learn the Council's proportionate approach to compliance: education and advice where appropriate, followed by formal action where necessary. Observe and support experienced officers before taking on enforcement activity.

PACE interviews and Fixed Penalty Notices - Receive appropriate training in relevant enforcement procedures, including PACE-compliant interviewing and Fixed Penalty Notice processes. These duties will only be undertaken once the apprentice has received the required training, demonstrated competence and been formally authorised by the Council.

Complaints and problem solving - Support the investigation of straightforward complaints and reports affecting parks and open spaces. Learn how to establish the facts, identify the correct service response and refer complex, contentious or higher-risk matters to experienced officers.

Partnership working - Gain experience of working with colleagues across the Council and, where appropriate, partner organisations such as Community Safety, Environmental Health, Planning Enforcement and the Police.

Digital records and service intelligence - Use Council systems and digital tools to record inspections, findings, case notes and outcomes. Help identify repeat issues and patterns that may require further action.