



Job description			
Job title	Environmental Enforcement Assistant		
Grade	E		
Directorate	Communities & Neighbourhoods		
Service/team	Environmental Health		
Accountable to	Team Leader – Environmental Health Environmental Health Service Manager		
Responsible for	Carrying out a range of duties to support and assist with delivering a wide range of Environmental Enforcement and Behaviour Change Duties.		
JE Reference	A5414	Date Reviewed	July 2025

Purpose of the Job

To carry out a range of duties to support the Environmental Health service as directed by the Environmental Health Team Leader and Senior Environmental Enforcement Officer. The post holder will provide assistance and support to officers carrying out a range of environmental enforcement and behaviour change and other Environmental Health work as directed.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To deal with routine enquiries and complaints from customers on the telephone, in writing and by email.
2. Ensure that all initial service requests are accurately recorded on IT systems.
3. To keep accurate and up to date records of activities undertaken by the team.
4. To administer Fixed Penalty Notices (FPNs), including keeping records of FPNs, sending out FPNs by post (when required) and issuing payment reminder letters.
5. To compile prosecution documents, send cases to the Court and arrange Court dates.
6. Delete records including body worn camera footage in line with Data Protection Act & UK GDPR requirements.
7. Reconcile payments received for FPNs and Court costs with the appropriate databases.



8. To provide information for Key Performance Indicators, Freedom of Information requests and complaints and any other reports requested.
9. To help plan multi agency area actions by determining hotspot areas and assist events and activities with local community groups or schools that raise awareness, educate and promote the service.

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security



Knowsley Council

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.