

## Job Description

**Job Role:** Enforcement Officer  
(Education)

**Service:** Regulatory and  
Technical Services

Role Structure	Role Details
Directorate:	Economy & Environment
Grade:	HC7
Location:	Plough Lane, Hereford. HR4 0LE
Responsible to:	Regulatory Service Manager (Trading Standards & Licensing)

### Main purpose of the role

As an Education Enforcement Officer, you will be responsible for investigating school referrals regarding children's unauthorised absences, issuing fixed penalty notices, and preparing evidence for legal proceedings, all in accordance with relevant legislation, statutory guidance, and Herefordshire Council policy.

The role involves working closely with schools, parents, and partner agencies, providing advice and guidance on school attendance enforcement and children's licensing, maintaining accurate records, and representing the council in court or multi-agency forums as needed. You will also uphold safeguarding responsibilities, ensure compliance with data protection laws, and embody the council's THRIVE values.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>The statutory enforcement of referrals received from schools in relation to children's unauthorised school absence, in particular term-time holidays and long-term absence. In accordance with all appropriate legislation, including, but not limited to Education Act 1996, The Education (Penalty Notices) (England) Regulations 2024, statutory guidance and Herefordshire Council Policy.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Issue fixed penalty notices (FPNs) in accordance with appropriate legislation, Herefordshire Council enforcement policy and the local code of conduct.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>To assess applications and issue child employment, entertainment and chaperone licences, in accordance with applicable legislation and agreed procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Investigate alleged offences and conduct interviews under caution in strict accordance with legal frameworks and established codes of practice. This includes adherence to key legislation, for example Police and Criminal Evidence Act 1984, the Criminal Procedure and Investigations Act 1996, and the Regulation of Investigatory Powers Act 2000.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Investigate, collate and prepare evidence for legal proceedings, obtain statements from witnesses and also attend court as a witness on behalf of Herefordshire Council.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Contact members of the public in relation to non-payment of FPN's and escalate proceedings where appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>To liaise with internal and external partners and members of the public, to provide advice and guidance in relation to school absence enforcement and children's licensing.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Prepare and sign reports, licences, letters and respond to correspondence from schools, members of the public, elected members, and other agencies and partners.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Maintain accurate and auditable records of all enforcement activity, notices served, and outcomes achieved.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Ensure all work is undertaken in line with the Council's enforcement policy, safeguarding responsibilities, and corporate values.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Inspect premises to determine compliance in respect of children and young persons employment legislation.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Develop and maintain a good working relationships with partners with the aim of safeguarding children in schools and the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>



Key Duties and Responsibilities	Frequency of Task
Represent the Council in court proceedings, internal and external meetings, public meetings, inquiries and multi-agency forums as necessary.	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>To be responsible for keeping the Local Authority's Penalty Notice Code of Conduct up-to-date, consulting with stakeholders and being mindful of statutory changes.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>To be fully aware of the Data Protection Act 2018 responsibilities, in particular the security, accuracy and relevance of personal data recorded and held on systems.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Ensure all work is undertaken in line with the Herefordshire Council's safeguarding responsibilities and corporate values.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>



## Person Specification

Requirements	Essential or Desirable	Identified by  A – Application I – Interview
<b>Qualifications and Training</b>		
<ul style="list-style-type: none"> <li>Degree or equivalent qualification in a relevant discipline such as law, regulation, education, <b>OR</b> demonstrable equivalent experience.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Comprehensive and sound knowledge of education, enforcement and key legislation</li> </ul>	Essential	A, I
<b>Experience &amp; Knowledge</b>		
<ul style="list-style-type: none"> <li>Experience of working within an education, legal or regulatory environment.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>In depth experience regarding school attendance issues.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience of gathering and assessing evidence, report writing and presenting recommendations and findings to senior management.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience in an enforcement and investigative role <b>or</b> experience of enforcement and investigation as part of a wider role.</li> </ul>	Essential	
<ul style="list-style-type: none"> <li>Experience of partnership working with internal and external partners, including legal teams, schools, police, and local stakeholders.</li> </ul>	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> <li>Experience of managing challenging and complex cases in a busy working environment.</li> </ul>	Essential	A, I
<b>Skills and Abilities</b>		
<ul style="list-style-type: none"> <li>Excellent verbal and written communication skills with the ability to explain complex legal and technical issues clearly.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Strong negotiation, mediation and conflict resolution skills, with the ability to manage confrontational situations confidently.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to plan, prioritise and manage a varied caseload to meet statutory timescales and service objectives.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to work independently and exercise sound professional judgement within delegated authority.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Competent IT user with experience of standard MS Office applications and enforcement databases.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to drive and travel throughout the county, including to remote rural locations.</li> </ul>	Essential	A, I
<b>Other Factors</b>		
<ul style="list-style-type: none"> <li>Flexible approach to working hours, with occasional evening or weekend work as required.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Commitment to the Council's THRIVE values and to the principles of the Regulators' Code.</li> </ul>	Essential	A, I

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share

## Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust** - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty** - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility** - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity** - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value** - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy** - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

