

# Civil Enforcement Officer

Department	Parking
Pay Grade	G3
Responsible to	Parking Supervisor

## Role Purpose

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An effective parking service enables the free flow of traffic, improves community safety, supports the local economy and is the face of the organisation delivering front line services. The Civil Enforcement Officer role is key in meeting these objectives.

The primary function of the role is to enforce parking regulations both on and off-street, supporting the objectives above. The service is delivered over a 7-day week working all year long supported by a team of dedicated staff.

The role works closely with members of the public and other internal and external services to support the district.

## Role Specific Responsibilities / Accountabilities

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- To carry out patrols of on-street and off-street parking throughout the District, either individually or as part of a team. Patrols may be on foot or by vehicles according to instruction.
- To identify infringements and contraventions of appropriate regulations and undertake enforcement activities as required by the Traffic Management Act 2004 in a fair, accurate and consistent manner.
- To check that parking signs and notices are accurate and that PCNs issued comply with the relevant signage; to report inaccurate or missing signs and lines; as well as visual checks on physical conditions.
- To undertake training in respect of all Civil Enforcement Officer duties and responsibilities including the operation and function of hand held computers to ensure you are familiar with the Traffic Regulation Orders, Parking Legislation and civil enforcement practice and procedures.
- To report damage, graffiti or vandalism of public property and where streets and pavements are dirty or have obstructions as well as non-working traffic lights, pedestrian crossings and street lights which could constitute a hazard to members of the public both on and off the highway.
- To assist members of the public with any queries, to act as first point of contact on minor issues and to provide advice to the public on the Council's complaints procedure as appropriate.
- To use equipment provided to issue PCNs and record photographic evidence relating to illegal parking activities including suspected abandoned vehicles; To provide accurate report, verbally or written as appropriate in support of the pursuit of PCN payments.

- To work shifts to meet the requirements of the parking regulations.
- Working 37 hours on a shift pattern covering 7 days a week, between 0745 – 2100 hours (Sunday hours 0930-1700).
- Required to wear a full Council supplied uniform, in accordance with the requirements of the ruling legislation, maintaining a smart, well-presented image at all times.
- Required to drive a Council liveried vehicle.
- To work outside in all weathers.
- Some lone working will be required.
- To follow the guidelines and principles of the Council's Environmental Action Programme, Health and Safety documentation, Policies and Codes of Practice.
- To carry out such other duties that may reasonably be required.

## Knowledge, Skills and Qualifications

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**Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.**

### Essential Criteria

- Experience of patrol / parking enforcement work
- Experience in a customer environment
- Experience of working with the public
- Good customer care skills
- Able to manage difficult or confrontational situations.
- Observant and accurate in recording information
- IT literate
- Good verbal and written communication skills
- Physically fit and mobile – able to patrol on foot.
- A-C GCSE Maths/English or equivalent
- Full UK Driving Licence

## Appendix

### Generic Employee Responsibilities / Accountabilities

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- Contribute to the delivery of the corporate objectives of the council developing good working relationships to promote the interests and reputation of the council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the council's constitution.
- Proactively seek opportunities to continuously improve ways of working and council services by evaluating activities to enhance performance.
- Promote equality, diversity, access to services and tackling discrimination both within and outside the council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with the Health and Safety policy and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to the council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to provide assistance in whatever capacity necessary to provide the necessary organisation, co-ordination and supply of resources to support the local key emergency services.

# Generic Employee Behaviours

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**Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.**

## Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

## Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

## Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly