



JOB PROFILE

SERVICE AREA	Parking Services
JOB TITLE	Civil Enforcement Officer
GRADE	C
RESPONSIBLE TO	Manager Parking Services, Assistant Manager Parking Services
JOB PURPOSE	<p>To provide effective and efficient enforcement of the parking regulations in the Council's car parks in accordance with legislation and Council Policy and procedures.</p> <p>To advise and assist member of the public on parking and other matters, representing the Council in a professional and helpful manner.</p>
JOB PROFILE LAST REVIEWED	

KEY CORPORATE ACCOUNTABILITIES

1. To work with colleagues to achieve service plan objectives/targets.
2. To participate in Employee Development Scheme/Appraisals and contribute to the identification of your own and team development needs
3. To actively promote the Council's Equal Opportunity Policy and Diversity Strategy and observe the standard of conduct which prevents discrimination taking place.
4. To ensure full compliance with the Health and Safety at Work Act 1974 etc., the Council's Health and Safety Policy and all locally agreed safe methods of work.
5. To fully understand and be aware of the commitment to Section 17 'Duty of the Crime and Disorder Act 1998 to prevent crime and disorder'.
6. At the discretion of the Head of Service, such other activities as may from time to time may be agreed consistent with the nature of the job described above.



KEY SERVICE RELATED ACCOUNTABILITIES

1. To patrol the Council's off-street parking facilities on a rota-based shift system, operating seven days per week.
2. To enforce the parking regulations by issuing Penalty Charge Notices (PCNs) and recording evidence of the contravention as laid down in procedures and protocols. PCNs to be issued with a hand held computer, photographs are required and all data to be downloaded at the end of the working day.
3. To inspect season tickets, permits and dispensations to ensure compliance with the parking regulations.
4. To liaise with colleagues, responding to challenges to Penalty Charge Notices, to clarify circumstances and to include preparing statements and attending court.
5. To check, maintain and report faults on car parking equipment and to the car park signs and lines, and any other defects observed.
6. To develop and maintain good relations with the public by offering appropriate assistance and advice.
7. To collect money from pay stations and pay and display machines in the Council's car parks.
8. To provide cover in the Council's multi-storey car park as and when required.
9. To undertake training and development, including training in the use of new technology, as well as undertake training of others.
10. To carry out such other duties and responsibilities, not listed previously, that are compatible with the postholder's qualifications and experience as may be assigned by managers.
11. As a condition of employment, all members of staff are required to adhere at all times to the prevailing regulations and procedures applying within the Council.
12. Confidential, or personal information, must not be disclosed without prior authority to any member of the public, or other source. This includes information about the Council's work, or any individual or group, obtained whilst the post holder is carrying out his/her duties.
13. Subsequent updates will apply automatically.



PERSON SPECIFICATION

JOB TITLE: Civil Enforcement Officer

DEPARTMENT: Parking Services

Information for Applicants: The Person Specification provides an outline of the experience, skills and abilities we expect the Successful Applicant to possess. You should match your own skills, experience, and abilities to those listed below. Tell us in what way you have carried out the criteria asked for. **Disabled people will be offered an interview where they meet the Essential Criteria alone**

Method of Testing

1 = Application Form 2 = Interview 3 = Assessment Tests

Weighting of Criterion

1 = Low Importance 2 = Medium Importance 3 = High Importance

<u>Key Competencies and Behaviours</u>	How Measured 1 - 3	Weighting of Criterion 1 - 3
1. Skills and Abilities – Essential		
• Good verbal communication skills.	2	3
• Good written communication skills with ability to maintain clear and accurate written records and paperwork	1,2,	3
• Ability to successfully diffuse difficult situations.	2	3
• Ability to work alone on own initiative.	1,2	3
• Ability to work effectively as a member of a team	1,2	3
• Keyboard and computing skills	2	3
• Ability to operate hand held computers and other sundry equipment.	1,2	3
1. Skills and Abilities – Desirable		
• Good standard of education with a minimum of 5 GCSEs.	1	2
• Ability to work under pressure	2	2



<u>Key Competencies and Behaviours</u>	How Measured 1 - 3	Weighting of Criterion 1 - 3
2. Special Knowledge – Essential		
• None		
2. Special Knowledge – Desirable		
• City & Guilds qualification in Parking (Level 2)	1	1
• Knowledge of the local area; streets and car parks.	1,2	1
3. Experience – Essential		
• Experience of working with the public or in a customer focussed environment	1,2	2
• Experience of dealing effectively with difficult customers	1,2	2
3. Experience - Desirable		
• Experience of working as a Civil Enforcement Officer.	1,2	1
4. Other Requirements – Essential		
• Must hold a full driving licence and be able to drive the Council's enforcement vehicles.	1	3
• Required to walk a significant distance daily as part of enforcement activity	2	3
4. Other Requirements – Desirable		
• Ability to accommodate unsociable hours.	2	2
5. Equality – Essential		
• Follow the Council's approach to equality and diversity.	2	3
5. Equality – Desirable		
• None		