

Northumberland County Council
JOB DESCRIPTION

Post Title: Civil Enforcement Officer	Director/Service/Sector Parking Services, Sustainable Transport, Local Services		Office Use
Band: 5	Workplace: tbc (based out of either Alnwick, Berwick, Morpeth, Hexham, Ashington or Blyth)		JE ref: 2274 HRMS ref:
Responsible to: Senior CEO	Date: November 2011	Manager Level:	
Job Purpose: To provide an efficient and effective service of parking enforcement, in order to minimise illegal parking acts through the issue of penalty charge notices in appropriate cases. To provide this service in accordance with statutory legislation and the Council's policies.			
Resources	Staff	None	
	Finance	Shared responsibility for the security of cash collected from pay and display ticket machines (maximum of £180K per CEO)	
	Physical	Responsible for the careful use of equipment including a Hand Held Device, Printer, radio unit , pay and display ticket machine keys, cash boxes and shared use of a vehicle. Also shared use of a PC and docking cradle for downloading information from the Hand Held Device.	
	Clients	Members of the public and internal colleagues in other services – Significant daily contact with difficult and irate customers challenging Penalty Charge Notices (PCN's) issued to them. Duties have a direct impact upon the Health and Safety of the community.	
Duties and key result areas:			
<ul style="list-style-type: none">• Ensure parking controls are observed and enforced in a fair, accurate and consistent manner within the Civil Enforcement Area, according to the regulations laid out in the Traffic Management Act 2004, Traffic Regulation Orders (TRO's), associated legislation and locally determined procedures.• Patrol on street parking restrictions and designated off street parking places ensuring that vehicles are complying with the appropriate TRO's.• Carry out patrol's individually or as part of a team either on foot or by vehicle according to operating instructions.• Carry out daily tasks/duties in accordance with service procedures and operating instructions issued on a weekly basis.• Enforce parking restrictions by issuing Penalty Charge Notices (PCN's) where vehicles are parked in contravention of the relevant restrictions and in accordance with the policies and procedures of the Council, using a hand held device.• Act as first point of contact for the public in dealing with parking enquiries, enforcement matters and any other council services in a courteous, helpful and respectful manner and where necessary seek guidance and advice from other colleagues/services.• Check and report defective traffic signs and road markings (e.g. damaged, worn out, obscured or inaccurate) relating to parking restrictions and report defects to the Senior CEO or other nominated person in accordance with procedures.• Carry out cash collection from pay and display ticket machines as instructed by the Senior CEO and in accordance with procedures.• Keep accurate, detailed daily records of all activities carried out and additional evidence not recorded in the Hand Held Device using a pocket notebook.• Provide accurate reports/witness statements in support of case preparation in progressing to the Parking Adjudication Service.• Participate in adjudication hearings to provide evidence as required.• Issue information leaflets or warning notices as and when required.• Fix signs and notices as required and in accordance with instructions.• Report any issues such as criminal parking activity, suspected abandoned vehicles and vehicles with no valid tax disc to the Senior CEO or Parking Services office.• Carry out daily pay and display machine checks and replenish stocks of tickets.• Carry out monthly downloads of ticket sales from pay and display ticket machines in line with procedures and instructions.• Repair basic ticket machine faults and report those that require an engineer in line with procedures.			

- Maintain regular contact with the Senior CEO or parking services office in accordance with procedures.
- Ensure that issued uniform and identification is worn at all times when on duty and maintained in a clean and tidy condition.
- Report issues such as litter, repairs and safety defects on highways and parking areas or neighbouring/encroaching areas to the relevant person/service.
- Monitor and act on related Health and Safety issues.
- Work collaboratively with colleagues and provide support to fellow workers and seasonal officers as and when required.
- Support Local Services in delivering the councils winter services duties (including gritting and clearing of paths, car parks and public areas).
- Participate in regular team and performance meetings.
- Assist when necessary in carrying out parking surveys.
- Any other duties of a related nature, which might be allocated and required by the Parking Services Manager or Senior Civil Enforcement Officer.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:
Working patterns:
Working conditions:

Need to ensure access to transport to meet the shift, weekend and bank holiday working requirements.
Daily direct contact with difficult, irate and unpleasant customers complaining about parking fines (abusive in nature and offensive).
Occasional cover in other operational areas of the County may be required.
Works outside in all weather conditions on a daily basis.

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PERSON SPECIFICATION

Post Title: Civil Enforcement Officer		Director/Service/Sector: Parking Services, Sustainable Transport, Local Services		Ref: 2274	
Essential		Desirable			Assess by
Knowledge and Qualifications					
<ul style="list-style-type: none">• Good general standard of education including GCSEs at Grade C or above, or equivalent, in Maths and English.• Knowledge of Traffic Regulation Orders and the legislation associated with traffic/parking matters.• Willing to train towards and achieve relevant qualifications.• Awareness of health and safety legislation and its application in an operational setting.		<ul style="list-style-type: none">• Relevant qualification in parking enforcement.			(a)
Experience					
<ul style="list-style-type: none">• Recent experience of working in an enforcement and/or customer facing role.• Experience of IT and working with technology.• Experience of dealing with difficult and irate customers.• Experience of working under pressure and in challenging environments.		<ul style="list-style-type: none">• Experience of using a hand held device.			(a)
Skills and competencies					
<ul style="list-style-type: none">• Ability to communicate effectively, openly and clearly to customers and colleagues both face to face and via radio/mobile equipment.• Ability to deal with confrontational and aggressive customers in a confident, professional and calm manner.• Committed to providing good customer service.• Ability to work as part of a team to meet service objectives.• Ability to work using own initiative and with minimal supervision.• Manual dexterity to operate equipment (basic keyboard skills required).• Good numeric and written skills in order to maintain clear, detailed records and reports.• Good observational skills.					(a) & (i)
Physical, mental and emotional demands					
					(a) & (i)

<ul style="list-style-type: none"> • Ability to deal with difficult, irate and unpleasant customers regarding enforcement issues. • Good level of physical fitness, ability to walk significant distances, carry enforcement equipment at all times and ability to carry heavy cash boxes. • Enthusiastic and motivated with a positive attitude. • Ability to maintain general awareness for safe working conditions. • Ability to operate outdoors in all weather conditions. 		
Motivation		
<ul style="list-style-type: none"> • Conscientious and committed to providing a quality service. • Must be willing to attend training as appropriate to the post. • Must be willing to attend adjudication hearings as and when required. • Must have a flexible approach to working patterns as hours of work may vary from time to time to suit the needs of the service. 		(a) & (i)
Other		
<ul style="list-style-type: none"> • Required to work weekends and Bank Holidays on a shift pattern with some evening work required. • Must wear the issued uniform and identification at all times. • Will be required to undertake a Criminal Records Bureau (CRB) check. • Full driving licence. 		(a) & (i)

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits