

Civil Enforcement Officer



Job Description

1. POST DETAILS

Business Centre:	Customer Services
Division:	Resources
Post Number:	F0390, F0370, F0360, B2214, B2217
Working Hours:	Variable between 07:00 – 21:00 37 Hours over 5 days includes weekends on a rota system
Grade:	Sc6
Work Base:	Civic Centre
Prepared/Agreed by:	Linda Norman
Date:	Aug 2021

2. ORGANISATIONAL RELATIONSHIPS

Reports to:	Senior Parking Officer
Deputising Responsibility:	None
Directly Supervises:	None
Indirectly Supervises:	None

3. JOB PURPOSE (What is the job trying to do?)

- To maximise the revenue and income the Council receives by delivering an innovative, efficient, high quality service in relation to both On-street and Off-street Parking
- To assist in the effective and efficient recovery of both On-street and Off-Street parking adhering to corporate policies, relevant legislation and customer care
- To have a working knowledge of the Traffic Management Act 2004 and Decriminalise Parking Enforcement (DPE) Agency agreement with Surrey CC
- To provide a high level of customer service when dealing with enquiries from the public

4. OBJECTIVES (What is the purpose of the job?)

- A high-profile uniformed post working on a rota basis to assist in the effective control and management of Council Car parks and the enforcement of on street parking restrictions
- To work within a team to cover the Borough's on-street and off-street parking services ensuring compliance with the legislation and road safety

5. MAIN DUTIES OF THE POST

- i) Patrolling Council Car Parks, monitoring car park users' compliance with parking charges and restrictions and initiating enforcement procedures by issuing Penalty Charge Notices (PCNs) where vehicle drivers have not complied with the parking conditions.
- ii) Patrolling areas of the public highway where parking restrictions apply and initiating enforcement procedures by issuing Penalty Charge Notices (PCN's) where vehicle drivers have not complied with the parking restrictions.
- iii) Accurately securing and recording of evidence using computerized systems, photographs and written records when issuing PCN's in duties i) and ii) above.
- iv) Inspecting Pay and Display ticket machines in Car Parks, carrying out basic routine maintenance and reporting defects.
- v) Monitoring the condition of Car Parks and reporting issues such as litter, flytipping, graffiti and abandoned vehicles.
- vi) Monitoring and reporting of issues relating to Streetcare observed in the course of travelling on public highways and Council land to and from the car parks. These issues include litter, flytipping, flyposting, graffiti and abandoned vehicles. Inspection of abandoned vehicles and completion of inspection reports.
- vii) Opening and securing the entry gate to Egham High Street pedestrian area as required.
- viii) To assist in the training, development and mentoring of other staff, where appropriate, to assist in their professional development within the role.
- ix) Collecting cash audit information from Pay and Display ticket machines.
- x) Carrying out the general day-to-day upkeep, maintenance and cleaning of uniform, equipment and vehicles used in these duties.
- xi) Undertaking relevant training to keep abreast of current and future legislation and developments in car parking management and procedures.
- xii) Assisting with parking surveys on-street or in Council car parks to collect data on parking patterns and car park usage.

- xiii) Giving evidence in support of Penalty Charge Notices (PCN) to an appointed adjudicator in the event of a representation contesting the PCN.

6. GENERAL

- i.) To ensure compliance with the Council's Customer Care Code
- ii.) To ensure fairness and equality of treatment to customers and staff and adherence to the Council's equal opportunities policies as they relate to services and employment
- iii.) To make the best use of resources in processing and management of information and delivery of services
- iv.) Represent the Parking Services team and Council in a professional and positive manner with both internal and external stakeholders
- v.) Undertake training as and when required
- vi.) Any other duties which may be allocated from time to time which are commensurate with the post holders qualifications and experience.

The above is a record of the main duties and responsibilities of this post at a given date. The job may naturally change to meet the requirements of the service. If the changes are more significant your manager will discuss this with you.

Person Specification

Please indicate whether the criteria is assessed again the application form or interview by using a ✓ in the columns to the right.

	Method of Assessment	
	App Form	Interview
<u>Essential Qualifications</u> Good GCSE grades or equivalent including English and Maths	x	x
<u>Desirable Qualifications</u> Parking Enforcement	x	
<u>Essential Working Experience</u> Experience with working with the public Previous employment as a Civil Enforcement Officer, Parking attendant or Traffic Warden Experience of working on a variety of IT systems including portable devices Experience of dealing with difficult situations Experience of working shift patterns & lone Reliableworking Ability to learn complex legislation	x x x x	
<u>Desirable Working Experience</u> Knowledge of Runnymede BC Knowledge of Car Parking and Decriminalised Parking Enforcement (DPE)	x x	
<u>Essential Skills/Attributes</u> Good verbal and written communication Ability to remain calm under pressure Ability to work as part of a team Ability to promote the professional image of the department Good customer care skills Ability to deal with conflict	X X x x	<u>X</u> <u>X</u> x
<u>Desirable Skills/Attributes</u> Professional manner and appearance	x	
<u>Essential Personal Qualities</u> Honest Reliable Flexible and adaptable workstyle Ability to work under pressure and meet deadlines Self motivated Diplomatic	x x x	

<p><u>Desirable Personal Qualities</u></p>		
<p><u>Other Requirements</u> Full clean driving licence Vehicle owner Ability to work flexibly between 07:00 – 21:00 as part of a rota including weekends Able to work outdoors in all weather conditions Willing to wear and maintain a Council supplied uniform Willing to carry out cleaning and minor maintenance of Council supplied vehicles and equipment Willingness to undertake formal training and development</p>		