

Job summary

Role title: CIVIL ENFORCEMENT OFFICER (CEO)

Department: PARKING SERVICES

General description of role

The focus of the role is to ensure compliance with the parking restrictions in place in the Council's off street Car Parks. The post holder will carry out patrols of off street car parks as directed, to identify vehicles in breach of the restrictions, issue Penalty Charge Notices where applicable (TMA 2004 (as amended)) and to advise and assist the public on parking and other matters.

The post holder will be expected to operate throughout Reigate & Banstead Borough Car Parks initially, but the role may be expanded in the future to include enforcing in any other neighbouring authority Car Parks in Surrey.

Top duties / responsibilities of role

1. Patrol on foot Council car parks in the Borough of Reigate and Banstead for the purposes of Civil Enforcement of Parking Contraventions.
2. Drive Council vehicles to travel between various car park locations.
3. Issue Penalty Charge Notices to any vehicle not complying with the Borough Council's Off-Street Parking Places Order.
4. To carry out inspections of the Council Car Parks, ensuring facilities are operational, reporting faults/defects to the appropriate authority and for reporting general condition of cleanliness in car parks and associated stairwells and passageways.
5. Be aware of and exercise personal responsibilities under the Health and Safety at Work Act and any other related matters.
6. To write concise reports of any incidents in a car park including any acts of vandalism, damage to vehicle or persons and any form of harassment.
7. To assist the Parking Services Team in maintaining good internal and external relationships and ensuring that the Council demonstrates care and respect for its customers and responsiveness to their needs.
8. To operate a radio to be contactable throughout the working day & ensure that all provided equipment and clothing is kept secure, clean and in a serviceable condition.
9. To undergo appropriate training as determined by Reigate and Banstead Council.
10. To assist with the training of new starters.
11. To ensure the confidentiality of information, whether computer based or otherwise, in line with GDPR.
12. Inspect and test pay and display machines and ensure that they are fully operational. In the event of vandalism, make safe any damage. Clean the machines regularly and replenish stocks of tickets.
13. Check and report defects to signs and markings to ensure that any PCN's issued are not invalidated due to incorrect or missing signs or markings.
14. Check that equipment required to issue a PCN is in operational condition at the start of each shift i.e., handheld computer, printer and radio are charged and all essential downloads are completed
15. Work closely with other team members to provide support to each other and maintain morale.
16. Adopt a high profile and a good 'customer care' attitude and promote the Council in a positive light when dealing with the public.

Person Specification

Role title: CEO

Department: PARKING SERVICES



Qualifications	Essential / Desirable	Assessment by A / I / T (Assessment/Interview/Testing)
Full UK or EU manual driving licence	Essential	
Good standard in English and Maths	Essential	
City & Guilds Civil Enforcement	Desirable	
Experience and achievements		
Good written and verbal communication skills	Essential	
IT literate / computer skills	Desirable	
Knowledge of Local Authority Parking Services	Desirable	
Previous 'off street' Decriminalised Enforcement Experience	Desirable	
Role required competencies and behaviours	Essential	
Good interpersonal skills to deal with customers face to face	Essential	
Ability to communicate clearly when explaining complex matters	Essential	
Able to communicate with other council departments	Essential	
Problem solving skills	Essential	
Able to deal with hostility/calm under pressure	Essential	
Very flexible and adaptable	Essential	
Strong customer care skills	Essential	
Accuracy and speed	Essential	

Observation skills	Essential	
Reliable	Essential	

Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

Our Vision

Working together to make a great place to live, work and enjoy.

Our Values

Making a difference, doing the right thing, being bold and confident.

Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and trying out new approaches
- ✓ Challenge the status quo in a constructive way

Great People



POSITIVE



INNOVATIVE



SUPPORTIVE



FLEXIBLE

Summary of employment package

Place of work	<p>The role will be primarily based at Earlswood Depot.</p> <p>We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.</p>
Salary	<p>Graded O2A2 – 02A, the salary will be in the region of £25,701 - £27,423 per annum dependent upon experience. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.</p>
Duration of contract	<p>The contract will be offered on a permanent basis.</p>
Probationary period	<p>Upon joining the Council, all staff are required to satisfactorily complete a six-month probationary period.</p>
Hours of work	<p>Hours of work are nominally 36 per week.</p>
Employment Benefits	
Flexible working hours	<p>Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system.</p> <p>Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient office cover and the particular needs of the service at that time.</p>
Annual leave	<p>The basic leave entitlement is 259.2 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays.</p> <p>Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.</p>

Pension	<p>You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 15% of your earnings each year.</p> <p>You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day.</p> <p>Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates</p>
Training and development	<p>The Council actively encourages continued professional development and talent development.</p> <p>Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.</p>
Professional subscriptions	<p>If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year, your manager will approve your claim as applicable.</p>
Car parking / Travel loan scheme	<p>Unless your role is classed as an essential user, you take part in our car share scheme, or you are physically disabled, car parking is not made available.</p> <p>The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available to purchase bicycles and accessories to the value of £1000, for quarterly/yearly rail season or bus tickets or a season car park pass.</p>
Cycle purchase scheme	<p>The Council offers staff who have passed the probation period and are employed for 18 months or more, the opportunity to lease/purchase bikes and related safety equipment up to £1000, reducing tax and National Insurance deductions. Staff are required to use the bike mainly for journeys between home and work.</p>
Employee discounts	<p>All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more.</p> <p>Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.</p>

Other Conditions	
Pre-employment checks	<p>Appointments are offered subject to several pre-employment checks:</p> <ul style="list-style-type: none"> • at least two satisfactory references • eligibility to work within the UK, and proof of your identity • evidence of relevant qualifications • medical clearance (as manual handling / driving is an intrinsic requirement of the role) • standard DBS check
Fleet driver	<p>You will be classed as a 'fleet driver' for the Council and need to agree to the terms of the fleet drivers policy, which includes agreeing to a health assessment, driving assessment, regular eye checks, and for the Council to undertake regular driving licence checks.</p>
DBS clearance	<p>Employment with the Council will also be subject to receipt of standard Disclosure and Barring Service (DBS) clearance. Details will be provided to the successful applicant, which may require completion of an online application and/or registration to the DBS 'Update Service'.</p>
Paid work with another employer	<p>If you are appointed, your contract with the Council should normally be classed as your main employment.</p> <p>You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.</p>
Disclaimer	<p>Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate & Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly.</p>

