

Epsom & Ewell Borough Council

Role Profile Template

Role Title:	Civil Enforcement Officer
Job Family:	Enforcement & Community Service Delivery (G9)
Service:	Car Parks, Parking Enforcement
Location:	Ashley Centre Car Park, Epsom, Surrey
Reporting To:	Parking Operations Supervisor

Role Purpose: <i>Why the role exists and its contribution</i>	<p>To provide effective parking enforcement and community patrolling service delivery and to assist in maintaining parking operations in the Borough car parks.</p> <p>As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture</p>
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Main Duties and accountabilities

Service Specific	<ul style="list-style-type: none"> • To patrol a beat and issue Penalty Charge Notices (PCNs) to contravening vehicles in line with the Traffic Management Act 2004 in Epsom & Ewell Borough Council Car Parks. • To use a handheld terminal to issue PCNs including the use of a camera to gather evidence of contraventions. • To uphold the Council's values when patrolling remaining courteous, calm and professional at all times, even if under duress or provocation • To check that car park payment machines and barriers are working efficiently, performing basic maintenance and refilling tickets, receipts and chip coins where necessary. • To ensure health and safety checks of car parks are carried out and any issues are reported • To assist in the Ashley Centre car park office as required • To attend ticketing and patrol requests as instructed by the Duty officer • To provide excellent customer service when dealing with general enquiries from the public • To report any damaged signs or faded bay markings that
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	<p>could prevent enforcement of parking contraventions</p> <ul style="list-style-type: none"> • To be responsible for equipment, keys and other unspecified items required to carry out enforcement duties • To drive a vehicle or ride a moped in a responsible manner • To support and add resilience to our environmental enforcement team as they tackle issues such as littering, dog fouling, graffiti, fly tipping, fly posting, abandoned vehicles and vehicle idling.
Generic Duties	<p>Enforcement & Community Service Delivery</p> <ul style="list-style-type: none"> • To deliver effective front line services to the public • To be a presence in public areas/venues within the Borough of Epsom & Ewell • To ensure the Council's service provision is of the highest standards through daily inspection and patrolling and liaising with appropriate Council employees/contractors • To confidently communicate with the general public • To ensure compliance with and enforcement of parking legislation • Assists in the achievement of any annual Performance Indicators targets / service delivery plan and contribute effectively to My Performance Conversations

The key decision making areas in the role
<p>The need to exercise judgment and make decisions regarding the issuing of penalty charge notices</p> <p>The need to assess potential issues affecting health and safety and report or take action as necessary</p> <p>The need to manage potentially confrontational encounters knowing best when to explain the reason for an enforcement duty, when best to gather evidence (including the use of a body worn camera) and when best to walk away.</p> <p>To exercise judgment in the repairing and reporting of faults</p> <p>To use discretion in decision making including dealing with unexpected problems/situations</p>

Customers and contacts
Staff, Local Authority members, Local Businesses, Contractors, residents and visitors to the Borough's roads and car parks

Dimensions of the role	
Financial	Non-financial
<ul style="list-style-type: none"> • Personal and shared responsibility for income generation • Issuing PCNs to contravening vehicles • Maintaining car park machinery to keep the service operational • Cash handling when dealing with fired cash boxes or change store re-filling 	<ul style="list-style-type: none"> • Implementing and enforcing regulations • Threatening or abusive behaviour from members of the public • Emotional stress from the circumstances or behaviour or people • Understanding the impact of your decision making on members of the public or car park customers • Health and safety of the public • Walking/Driving or Riding for up to 9 hours a day in all weather conditions • Variable working hours including early mornings, evenings and weekends • Dealing with a variety of accidents and incidents in a calm and controlled manner • Answering face to face customer enquiries • Being an ambassador for the Council whilst on patrol and when working in Council car parks

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
General standard of education	E	X	
City and Guilds Level 2 in Parking Enforcement (or equivalent)	D	X	
Driving licence valid in the UK	E		X
Ability to ride a moped	D	X	X
Knowledge and Experience			
Knowledge of Parking legislation	E	X	X
Previous experience of parking enforcement	D	X	X
Experience of working in a customer/community facing role	D	X	X
Experience of working with car park machines and equipment	D		X
Knowledge of legislation and regulations relating to regulatory services and the issuing of Fixed Penalty Notices	D		X
Experience of working in an environmental enforcement role.	D		X
Basic Computer Skills	E	X	
Skills			
Ability to communicate effectively and handle potentially difficult situations	E	X	X
Ability to remain calm, courteous and professional at all times	E	X	
Excellent attendance and timekeeping	E	X	
Ability to work well within a team	E	X	X
Ability to work on your own initiative	E	X	X
Ability to make quick decisions	E	X	
Able to work outside in all weathers	E		X
Additional Requirements			
Must be legally entitled to work in the UK	E	X	
Must be able to work flexible shifts – early morning, evening and weekends to meet operational requirements	E	X	