



ROLE PROFILE FOR SENIOR CIVIL ENFORCEMENT OFFICER – CAR PARKS

Role Title: Senior Civil Enforcement Officer – Car Parks

Service: Parking Services

Location: Camberley

Reporting To: Head of Parking Services

Role Purpose

- To lead and supervise the car park team responsible for the day to day operation and enforcement of all council owned / managed off street parking facilities
- To work on a 4 on 4 off rota including some early evenings until 20:00hrs. This will include regular weekend work to ensure a senior officer is present every day.
- Oversee and develop staffing rotas to ensure service is maximised. Identify needs for temp and casual seasonal staff and inform the Head of Parking Services
- Ensure that customers experience as high quality a parking service as possible within the confines of service budgets and resources.
- Enforce all car park rules and regulations through the issuing of Penalty Charge Notices.
- Regularly patrol all levels of Town Centre car parks and outlying car parks to issue notices, interact with customers, check litter cleanliness and state of repair and provide excellent customer service.



- Be the main point of contact for contractors on site and ensure contracted duties are delivered as ordered. Report problems to management and make recommendations.
- Be the main point of contact for customers, partners and stakeholders in matters relating to daily car park operations.
- Provide information to customers and contractors on the operation of the Council's car parks as appropriate.
- To keep administrative records for all car park operations as directed by the Head of Parking Services; this will include maintaining a daily occurrence log and creating calendar events when contractors are due or a specific event is taking place.
- To assist the Head of Parking Services in the effective control and management of all Council Car Parks

Main Duties and Accountabilities

Knowledge and Expertise

- Lead and supervise the Car Park CEO's on a daily basis and be aware of the requirements of TMA 2004 and have Level 2 Civil Enforcement Officer training.
- Ensure effective monitoring of all car park activity, principally at Main Square and Knoll Road car parks in Camberley and also at the Council's out of town car parks through regular patrols and inspections and use of parking software systems.
- Complete monthly reports as requested by the Head of Parking Services
- Ensure effective enforcement of the car parks is carried out through the issuing of Penalty Charge Notices and in line with the Parking order.
- Liaise with contractors who are providing service or maintenance to equipment in the car parks, including cash collection.
- Liaise with Council stakeholders such as The Square, The Atrium and Voluntary Agencies.
- Keep records of all activities including incidents, faults and instructions that affect parking operations in the daily occurrence log, creating calendar events for engineers visits where applicable.



- Alert the management or appropriate authorities in the event of any incident that requires attendance of emergency services, or external professional assistance. (See Incident escalation procedure)
- Ensure the rota covers all operational requirements during your shift and any errors or concerns are reported to the Head of Parking Services
- Carry out regular preventative maintenance checks of car parks and equipment and rectify routine faults with suppliers.
- Ensure all safety systems are tested on a weekly basis and logged in the daily occurrence log, this must include both fire and lift alarms.
- Monitor levels of equipment and consumables and place orders as necessary.
- Ensure effective monitoring of all council owned CCTV systems
- Ensure a handover is carried out at the end of your shift with the incoming security officer and received when you start your shift
- Ensure a handover is completed during your shift highlighting matters the oncoming Senior needs to be aware of.
- Ensure all relevant council policies and procedures are followed at all times

Creativity and Innovation

- Maintain excellent records and provide reports to management on all aspects of car parks operations.
- Take a proactive approach to maintain and enhance reliability of all parking equipment.
- To design parking signs, tariff signs and assist with the production of information for the public.

Financial Accountability

- Manage the operational team to deliver a parking service within agreed financial limits.
- To take responsibility to ensure any coin jams are cleared when carrying out repairs
- Ensure no cash is handled by the team and no payments are received when working the car parks.



- Ensure only the contracted CVIT collectors touch the cash boxes within the machines
- Complete monthly reports and work with internal audit as required.
- Work with our finance manager as needed and seek advice where needed from the Head of Parking Services

Impact upon the Organisation & the Community

- Ensure that the service is delivered accurately and efficiently.
- Ensure that all car park users have as high quality experience as possible within budgetary and resource limitations.
- Ensure the delivery of all services is consistent and fair to all customers.

Management & Supervisory Responsibilities

- To lead, supervise and be responsible for the performance of your team when on duty (2. FTE Civil Enforcement Officers – Car Parks), who are responsible for maintaining, operating and enforcement all car parks associated with Parking Services.
- Maintaining a staff rota, carrying out 1-2-1 monthly meetings and annual appraisals to ensure the highest standards of performance and customer service are maintained.

Initiative & Independent Action

- To work from full instructions from superiors, but make appropriate decisions within clearly laid out boundaries from management which will involve the use of judgement.
- Some of the tasks of this post will involve making decisions based on information from the public or occasionally contractors. Problems should be referred to Head of Parking Services as required.
- To identify minor works and arrange for pricing from the relevant contractors, informing the Head of Parking Services



General

- Any other duties and responsibilities that may reasonably be allocated from time to time.
- Work outside normal working hours if required to ensure effective service delivery.

Continuous Professional Development

- Complete all mandatory course work
- Remain current with Parking Legislation
- Remain current with First Aid Certification

Customers and Contacts

Important Internal Relationships

- Head of Parking Services
- Civil Enforcement Officers Car Parks
- Corporate Enforcement team
- Greenspace team
- SHBC IT Team
- Wider Management Team

Important External Relationships

- Customers
- Contractors
- The Square Management Team
- The Atrium Management Team
- Town Centre and rural traders
- Police



Additional Requirements

- To continuously suggest/improve and/or update processes and procedures by digitalisation and streamlining with a view to maximising effectiveness, efficiency and to enable data sharing.
- To work collaboratively with colleagues in accordance with our corporate values and policies to achieve the Council aims and objectives.
- Ability to work from home if required, with access to reliable fast broadband connectivity.
- No contra-indications in personal background or criminal record indicating unsuitability in this role.
- Legally entitled to work in the UK.
- Ability to participate in the Council's out of hours Civil Emergency arrangements.
- Carries out any other duties commensurate with the grade of this post as is required of the Council.



Senior Civil Enforcement Officer Car Parks - Person Specification

Qualifications and Training

Criteria	Essential or Desirable	Application, Interview or Assessment
Parking enforcement certification	Essential	A
Supervision or management certification	Desirable	A
Educated to GCSE standard or proven suitable literacy and numeracy skills	Essential	A
First Aid At Work	Desirable	A
Health and Safety Certification	Desirable	A
Dealing with conflict / conflict management	Desirable	A/I

Knowledge and Experience

Criteria	Essential or Desirable	Application, Interview or Assessment
Proven experience of working within the Traffic Management Act 2004 and off street enforcement protocols	Essential	A/I
Proven experience in a supervisory role and rostering personnel	Essential	A/I
Proven experience in Health and Safety	Essential	A/I
Dealing with day to day operations of car parks including the issuing of PCNs	Essential	A/I



Technical knowledge of parking equipment	Essential	A/I
Previous experience operating / using CCTV	Desirable	A/I

Skills and Relations with People

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to work effectively and sensitively with a range of stakeholders including service management, service users, contractors, retail management companies and traders.	Essential	A/I
Ability to deliver the service in a pleasant manner, developing relationships that foster good practice.	Essential	A/I
An approach and style that fosters confidence and assurance in management, work contacts and staff	Essential	A/I
Ability to gain respect of and supervise other staff on a daily basis	Essential	A/I
Excellent written and verbal communications skills	Essential	A/I
Able to converse with customers and provide advice in accurate spoken English	Essential	A/I



Creativity and Innovation

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to problem solve and think logically in terms of service delivery and development	Essential	A/I
A style that constantly seeks improvements to service delivery and efficiency	Essential	A/I

Financial Accountability

Criteria	Essential or Desirable	Application, Interview or Assessment
Experience in revenue protection and best practice	Essential	A/I

Impact upon the Organisation and the Community

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to ensure cost effective solutions are delivered at all times	Essential	A/I



Management and Supervisory Responsibilities

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to successfully manage a team of CEO's	Essential	A/I
Ability to complete all requested reports	Essential	A/I
Ability to investigate customer complaints in a timely manner	Essential	A/I
Roster personnel to ensure a quality, cost effective service is provided to our customers.	Essential	A/I

Initiative and Independent Action

Criteria	Essential or Desirable	Application, Interview or Assessment
The ability to use a dynamic risk assessment process when dealing with situations and emergencies	Essential	A/I
The ability to use a dynamic risk assessment process and take appropriate action when dealing with Health and Safety related situation	Essential	A/I
Ability to use initiative and assess situations and deliver an action plan to resolve the problem	Essential	A/I



To adopt smart ways of working ensuring service delivery targets are met	Essential	A/I
--	-----------	-----

Additional Requirements

Criteria	Essential or Desirable	Application, Interview or Assessment
Must be a team player that works with the team and supports during difficult times / incidents	Essential	A/I

DBS Requirements

- Standard Check

