



Job Description

Post Title:	Civil Enforcement / Parking Enforcement Officer
Service:	Parking Service
Grade:	C
Reports To:	Enforcement Team Leader

Job Summary: To enforce Parking Regulations in a professional and customer-focused manner by patrolling the roads and car parks of the Borough as directed, advising and assisting members of the public as required.

Other Information: The working hours are 37 per week worked over 5 days. A rota system is operated which means that some weekends and bank holidays are to be worked over a two-shift system that is designed to deliver efficient services to cover both ends of the enforcement day.

There are two main shifts commencing at 7.30am and 10.30am Sunday and Bank holiday shifts generally start later and finish earlier to match the needs of the service which can vary, particularly on Bank Holidays when the shops may close early.

Main Activities:

1. Enforce the parking regulations to help prevent illegal parking and assist in the free flow of traffic.
2. Issue Penalty Charge Notices to any vehicle not complying with the regulations using handheld computer equipment.
3. Advise the public on all parking matters including how to pay or appeal their fine, in a confident, polite and helpful manner.
4. As an ambassador for the council give help and advice to the public on general enquiries such as giving directions to help promote a positive image for the Council and the Parking Services.
5. Assist the Parking Team and others as required in maintaining good internal and external relations demonstrating respect for their needs.
6. Check the accuracy of various signs and lines, car park condition and pay and display machines reporting faults and discrepancies as per procedures.
7. Provide information from time to time to assist other council departments or the police; for example, reporting abandoned vehicles, blue badge misuse, environmental offences.
8. Be aware of and exercise personal responsibility under the Health and Safety at Work Act and other related matters.

NB This job description is not intended to be an exhaustive list of all the tasks and responsibilities of the post. In line with Service needs, some tasks may need to change, and any changes will be made in consultation with the postholder.