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| **Senior Civil Enforcement Officer** |  |

**Job Description**

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| **1. POST DETAILS** |  |
| Service Area:  | Parking |  |
| Division: | Customer, Digital & Collection Services |  |
| Post Number: | TBC |  |
| Working Hours: | 37 hours variable (7.00am to 9.00pm) over 7 days  |  |
| Grade: | Sc7/8 |  |
| Work Base:Mobile: | Civic |  |
| Prepared/Agreed by: | Linda Norman |  |
| Date: | July 25 |  |

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| **2. ORGANISATIONAL RELATIONSHIPS** |
| Reports to: | Customer Services and Parking Manager |
| Deputising Responsibility: | None |
| Directly Supervises: | Civil Enforcement Officers |
| Indirectly Supervises: | N/A |

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| **3. JOB AIM AND PURPOSE (What is the job trying to do?)** |
| * Play a key role in maximising the Council's revenue and income through the delivery of an innovative, efficient, and high-quality service for parking enforcement.
* Assist in the effective and efficient recovery of parking charges, ensuring adherence to all corporate policies, relevant legislation, and customer care standards.
* Take ownership of and resolve more difficult or complex enquiries related to both parking, including informal challenges, suspension orders, and parking permits.
* Operate as a uniformed officer to assist in the effective control and management of parking enforcement and restrictions.
* Utilise a working knowledge of the Traffic Management Act 2004 and the Council’s Off-Street Parking Regulations all enforcement activities are compliant and effective.
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| **4. MAIN OBJECTIVES**  |
| * Assisting the Customer Services Manager with the daily operational duties and supervision of the Parking Enforcement Team.
* Developing and managing rotas to ensure the borough is adequately covered for enforcement operations from 7 am to 9 pm, 7 days a week.
* Staying fully up to date with legislative and technical knowledge related to Civil Parking Enforcement, especially under the Traffic Management Act 2004 and the Council’s Off-Street Parking Orders
* Liaising with National Adjudication Services regarding Penalty Charge Notices (PCNs) and appeals, as directed by the Customer Services Manager.
* Initiating debt recovery by registering outstanding debts with the Traffic Enforcement Centre (TEC) for warrants and collaborating with the Revenues Recovery Team to recover unpaid fines.
* Serving as the initial point of contact for and resolving more complex customer enquiries concerning parking matters.
* Ensuring Civil Enforcement Officers report defects in Council-owned car parks (such as trip hazards, lighting issues, and line painting needs) to the assets and regeneration team to ensure car parks remain fit for purpose.
* Actively patrolling Council car parks, monitoring user compliance with parking charges and restrictions, and initiating enforcement procedures by issuing PCNs for non-compliance.
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| **5. MAIN DUTIES AND RESPONSILBITIES OF THE POST** |
| * Handling and resolving more intricate enquiries, including informal challenges, car park closures, and the suspension of parking bays, ensuring adherence to departmental policies.
* Assisting the Customer Services Manager in preparing and managing all appeal work, including gathering and submitting evidence for National Adjudication Service PCN appeals.
* Taking responsibility for the efficient and effective processing of all debt recovery, up to and including debt registration at the Traffic Enforcement Centre (TEC) Court Services for obtaining warrants on unpaid PCNs. Once obtained, you'll pass these to the Revenues Team for further action.
* Providing day-to-day management, development, and training for Civil Enforcement Officers. This includes managing staff rotas and work allocation to ensure targets and timetables are met, maintaining effective coverage and enforcement of Council, owned car parks.
* Ensuring the Parking Services pages of the Council's website remain current, accurate, and informative.
* Responding to Freedom of Information (FOI) and Subject Access Requests as directed by the Customer Services Manager.
* Compiling reports of street care defects (e.g., litter, fly-tipping, graffiti, abandoned vehicles) identified by Civil Enforcement Officers and liaising with the relevant Council Service or Officer for resolution. This also involves inspecting abandoned vehicles and completing inspection reports.
* Maintaining records of highway Traffic Regulation Orders (TROs) that support PCNs, noting any changes or discrepancies, and liaising with Democratic Services on this matter.
* Accurately securing and recording evidence using computerised systems, photographs, and written records when issuing PCNs.
* Inspecting pay and display ticket machines in car parks, carrying out basic routine maintenance, and reporting defects.
* Regularly monitoring the condition of car parks and reporting issues such as litter, fly-tipping, graffiti, and abandoned vehicles. Also, monitoring and reporting street care issues observed while travelling on public highways and Council land.
* Giving evidence in support of Penalty Charge Notices (PCNs**)** to an appointed adjudicator in the event of a representation contesting the PCN as required by the Customer Services & Parking Manager
* Any other duties and responsibilities that may be reasonably allocated from time to time
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| *General**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.* |

*The delivery of this job description should be read in conjunction with the council’s competency framework.*

1. To ensure compliance with the Council’s Customer Care Code
2. To ensure fairness and equality of treatment to customers and staff and adherence to the Council’s equal opportunities policies as the relate to services and employment
3. To make the best use of resources in processing and management of information and delivery of services
4. Represent the Parking Services team and Council in a professional and positive manner with both internal and external stakeholders
5. Undertake training as and when required
6. Adhere to all Council health and safety policies and procedures, ensuring a safe working environment for themselves, colleagues, and the public.
7. Report any health and safety concerns or hazards promptly to the appropriate services
8. Any other duties which may be allocated from time to time which are commensurate with the post holders’ qualifications and experience.

**Person Specification**

Please indicate whether the criteria are assessed against the application form, interview or assessment by using the letter indicated in the columns to the right.

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|  | Method of Assessment |
|  | Essential (E) or Desirable (D) | Application Form (AF) | Interview (I)/ Assessment (A) |
| Knowledge* Knowledge of the Traffic Management Act 2004 (TMA 2004), including Part 6 concerning civil enforcement of traffic contraventions, and its practical application in a local authority context.
 | D | AF | I |
| * Solid understanding of other relevant parking and traffic legislation, regulations, and statutory guidance, including those pertaining to parking bays, yellow lines, controlled parking zones, and disabled parking
* Familiarity with the Road Traffic Act as it pertains to civil enforcement duties
* Familiarity with the process for issuing and cancelling Penalty Charge Notices (PCNs), including the grounds for representation and appeal
* Understanding of evidence collection requirements for PCNs and appeals, including the use of electronic systems, photographs, and written statements to an evidential standard.
* Understanding of relevant health and safety legislation and best practices applicable to outdoor work and public interaction.
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| **Skills and Experience** |  |  |  |
| * Previous employment as a Civil Enforcement Officer, Parking Attendant or Traffic Warden
 | D | AF | I |
| * Proficiency in using specialised parking enforcement software and hand-held devices
* Working knowledge of standard Microsoft Office applications (Word, Excel, Outlook) for report writing, data management, and communication.
* Experience with working with the public
* Good verbal and written communication skills
* Ability to work under own initiative
* Experience in dealing with difficult and upset customers
 | DEEEEE | AFAFAFAFAF | IIIIII |
| **Training and Qualifications** |  |  |  |
| * Good GCSE grades or equivalent including English and Maths
* City & Guilds Notice Processing
 | E | AF | I |
|  | D | AF | I |
| **Other Requirements*** Full driving licence
* Vehicle owner
* Willingness to work shift pattern including weekends & evenings
* Able to work outdoors
* Willingness to undertake formal training and development
* To carry out cleaning and minor maintenance of Council supplied vehicles and equipment
* Reliable
* Honest
* Trustworthy
* Self motivated
* Attentive to detail
* Approachable
* Flexible and adaptable workstyle
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