# JOB DESCRIPTION FORM

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| **JOB TITLE:** | Civil Enforcement Officer |
| **DATE COMPILED / AMENDED:** | July 2024 |
| **DEPARTMENT:** | Finance |
| **COMPILED BY:** | Jose Garcia |
| **Job No:** | 000720 |

**JOB OUTLINE**

**Purpose:**

To enforce on and off street parking restrictions in the Borough in accordance with the Traffic Management Act 2004 in a professional, efficient and courteous manner. To ensure the Council’s Pay and Display Car Parks are safe, clean and user friendly.

**Duties:**

1. Patrol on foot or by council’s vehicle the Pay and Display car parks and on-street parking areas to check whether vehicles are parked in accordance with the Council’s Traffic Regulation Orders and Parking Places Order.
2. Using equipment provided issue Penalty Charge Notices (PCN’s) and place on all vehicles not complying with the above. Ensure that all details are clearly and correctly stated in accordance with the requirements of the Council’s parking procedures, with all notes completed and details recorded in the book provided. Serve other notices as required to do so from time to time.

3 Check that all ticket issuing equipment is in operational condition at the start of each shift i.e. hand held computer, printer and camera and mobile phone are recharged.

4 Explain to motorists the need to comply with restrictions, explain any contraventions committed, the purpose of parking enforcement and appeal procedures as and when the need arises in a polite and professional manner.

5 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. Ensure that any defects in the car parks are rectified or reported as soon as possible.

6 Provide witness statements, as required, for consideration by a parking adjudicator when deciding on a written appeal from a motorist. Check and sign witness statements for cases being brought to adjudication or court. Attend adjudication appeals and give evidence as required.

7 Carry out routine checks as required to council vehicles used whilst on duty.

8 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.

9 Report environmental defects to the helpline for action and resolve minor defects.

10 Liaise with local police on any matters connected with the Parking enforcement and any environmental issues.

11 Adopt a high profile and a good 'customer care' attitude and promote the Council in a positive light when dealing with the public.

12. Work closely with other team members to provide support to each other and maintain morale.

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| 13. | The postholder will work closely with the Council’s Digital Transformation team to continue to improve the quality of life for local communities and put local people at the heart of everything the Council does, continually driving forward customer service improvements throughout the Council.    |
| 14. | To undertake any other related duties and responsibilities as they arise. |

**RESPONSIBILITY AND AUTHORITY**

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| **Staff** | None on a regular basis |
| **Financial** | None on a regular basis |
| **Professional** | Full training in Parking enforcement is provided. |
| **Equipment** | Pay and Display machines, hand held computer, video badge (bodycam), mobile phone, printer, vehicle, Lone Worker Device |
| **Other** | Full approved uniform to be worn at all times whilst on duty. |

**RELATIONSHIPS**

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| **Accountable to:** | Parking Manager/Senior Notice Processing Officer, Senior Civil Enforcement Officer, Civil Enforcement Supervisor |
| **Contacts with other people:** |  |
| **a)** | **Own Department** | Parking Services staff and Community Safety & Town Centres staff. |
| **b)** | **Elsewhere within the****Council** | One Stop Shop staff and Broxbourne Sport managers. |
| **c)** | **Outside the Council** | Members of the public. Police |

**PHYSICAL CONDITIONS**

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| **Location:** | Based at Bishops College but could be required to work at any Council facility within the Borough. |
| **Exertion:** | Ability to cover long distances and to work outdoors in all weathers. |
| **Accident/Health Risks:** | Ability to deal with difficult and aggressive members of the public. |

**ECONOMIC**

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| **Grade:** | E40 |
| **Hours:** | 40 hours per week (Full-time staff) over 6 days on a rota basis, including Saturday, Sunday and Bank holidays, excluding Christmas Day. |
| **Overtime:** | N/A |
| **Car allowance:** | N/A – will use council van (manual licence essential) |
| **Housing:** | In accordance with Council policy |
| **Removal:** | In accordance with Council Policy |

**EMPLOYMENT CHECKS REQUIRED FOR THIS POST**

The Council is required by the Home Office to carry out standard checks for all employment under the Asylum and Immigration Act 1996. These checks require you to provide proof of your right to work in the U.K. If you are invited to interview we would need to see your original passport or full birth certificate or an appropriate letter/document issued by the Home Office. We also require proof of your permanent National Insurance Number (a P45, P60, NINO card or a letter from a Government Agency). If you cannot produce any of these documents or are unsure whether the documents you have provide the necessary proof please contact the Personnel Office for advice prior to your interview.

**EMPLOYMENT OF EX-OFFENDERS**

The Council’s policy on the employment of ex-offenders is as follows:-

Broxbourne Borough Council aims to promote equality of opportunity for all with the right mix of talent, skills and potential. We therefore welcome applications from a diverse range of candidates. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Unless the nature of the work demands it, people will not be asked to disclose convictions which are ‘spent’ under the Rehabilitation of Offenders Act 1974. Having an ‘unspent’ conviction will not necessarily bar any individual from employment. This will depend on the circumstances and background to the offence(s). The Council abides by the Code of Practice for Registered Persons and other recipients of Disclosure information, copies of, which are available on request.

**DISCLOSURE AND BARRING RECORDS CHECK**

As this post has substantial access to children or vulnerable adults or is based at premises deemed to be school premises or is subject to legal protection or administers justice it is a condition of any offer of employment that the Council applies for and has received the outcome of the Disclosure of any criminal record. As part of this process you will be required to provide documentation relating to your identity and also complete an application form. The outcome of the Disclosure of any criminal record must be received before potential candidates can start in post. There is a requirement that this will be repeated every three years after employment.

**EQUAL OPPORTUNITIES**

All staff are reminded that they must comply with Council Policy on Equal Opportunities to ensure the fair and equal treatment of all Council staff and customers.

**SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

All employees are responsible for ensuring the safety and welfare of children and vulnerable adults in the course of their daily duties. All staff are required to understand and adhere to the Council’s Safeguarding policies and procedures as they apply to their own role, to make referrals concerning child or vulnerable adult welfare to the Designated Child Safeguarding Officer, and to co-operate with other agencies around child protection investigations.

**SPOKEN ENGLISH**

For public-facing roles involving regular telephone and face-to face conversations with the public, the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential in this post

**If you have any query relating to these required checks, as stated above, please do not hesitate to contact Personnel and Payroll.**