



Information pack for the post of
Civil Enforcement Officer
Job reference number 1280
Closing date: Sunday 2 November 2025
Interview date: Monday 10 November 2025

Guidance on completing the application form.

Please ensure all sections of the application form are complete.

Before filling in your application form, please read the job description carefully. This outlines the duties to be performed, the person specification will outline the skills, abilities and qualifications required of the postholder. You will need to demonstrate that you meet the requirements of the job description, (or at least have the potential to do so), in order to be shortlisted for an interview.

Please note, when copying and pasting text into the online application form the formatting may change, so please check before submitting.

Disclosure and Barring Service (DBS)

Some posts may be subject to a basic or an enhanced DBS check. This will be stated in the advertisement, Job Description or Person Specification. Further information about this check can be obtained from the following website:

www.gov.uk/disclosure-barring-service-check

Politically Restricted Post

Some posts may be politically restricted which means Under the Local Government and Housing Act 1989 some posts will be disqualified from being a Councillor, Member of Parliament or Member of the European Parliament. The regulations restrict you from undertaking:

- Candidature for election
- Holding office in a political party
- Canvassing at elections
- Speaking or writing publicly on matters of party political controversy.

Additional Clearance

Some posts may at any time be required to undertake additional clearance or checks.



These may be required in order to comply with a request from a Government body or as a result of a statutory requirement and may include some form of criminal record check.

Referees

References must cover the last 3 years together with a reasonable account of any significant periods (6 months or more) of time spent abroad.

Ensure that the names of referees that you supply relate to people who you know in a professional capacity. Ideally, at least one referee should be your current manager or college tutor. Previous managers or tutors can also be named, but where possible, you should avoid providing names of colleagues or friends as referees.

Your referees will be asked to supply information regarding your professional and technical ability, your character and personality, and your timekeeping and reliability. They will also be asked for information regarding your general health and absences on the grounds of sickness over the last two years.

Evidence of information provided in your application form

Successful candidates will be required to provide documentary evidence of the qualifications required to do the job. We reserve the right to verify any information given on the application form and failure to provide such evidence will result in the offer being withdrawn or in dismissal.

Equality and diversity

Spelthorne Borough Council is committed to equality of opportunity for all in relation to the services and functions it carries out and in the employment practices it follows. As a responsible employer, the Council will conduct its affairs in a manner which will not unlawfully and unjustifiably cause disadvantage to any employee or job applicant on the following grounds: age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief or marriage and civil partnership.

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy.

Complaints about equality and race equality issues will be dealt with promptly and seriously. Please refer to our website for further information.

Eligibility to work in the UK

The Asylum and Immigration Act makes it a criminal offence for employers to recruit staff who are not entitled to work in the UK. Therefore, any offer of

employment will be subject to the provision of documentary evidence to demonstrate that the successful candidate is entitled to work in the UK.

What happens after I submit in my application?

The shortlisting panel will look at your application form after the closing date to see how well your skills, experience and knowledge meet the requirements of the job set out in the person specification. Candidates who are shortlisted for interview will be advised of the arrangements.

Telephone **01784 444263** or e-mail recruitment@spelthorne.gov.uk with any queries.

You are also able to apply online using www.surreyjobs.info

surreyjobs.info
A revolution for Public Sector jobs in Surrey
www.spelthorne.gov.uk



Civil Enforcement Officer
£27, 682 - £30,619 pa
36 Hours per week



This role is expected to provide an efficient and effective service of parking enforcement in our borough car parks, in order to minimise Parking Contraventions through the issue of penalty charge notices in appropriate cases, in accordance with the Council's objectives, policies and the Parking Order.

The candidate will hold the relevant qualification to carry out Civil Enforcement (Level 2 Award, City and Guilds), be conversant with Civil Enforcement legislation and procedures, and be polite and capable of representing a positive and helpful image for Spelthorne Borough Council to our residents and customers.

The ability to converse at ease with customers and provide advice in accurate spoken English is essential for customer facing posts. These posts fall within the scope of the Code of Practice on English language requirement for public sector workers. The Council, therefore, has a statutory duty under Part 7 of the Immigration Act 2016 to ensure that post holders have a command of spoken English sufficient for the effective performance of the job requirements. If you have any queries or would like to discuss this further, please contact Human Resources.

Please note as part of the employment checks this post will be subject to a standard Disclosure & Barring Service (DBS) check.

Spelthorne Borough Council use the Microsoft Authenticator app as a secure way of accessing our network. Successful candidates will be required to use their own mobile device to download and use Authenticator.

In return, we can offer excellent conditions of service with a benefits' package that includes flexible working hours, pension scheme and at least 23 days' paid leave per year (pro rata for part time).

For an informal discussion about the post, please contact Johnson Sunny, Senior Civil Enforcement Officer on j.sunny@spelthorne.gov.uk or 01784 44 4291.

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To apply please use the 'apply online' button below.

CVs can only be accepted in support of a completed application form.



Unfortunately, we are unable to reply to all candidates. If we have not contacted, you within 3 weeks of the closing date then your application has been unsuccessful.

All shortlisted applicants will be contacted via email after the closing date.

Working towards equal opportunities

Strictly No Agencies



Job Description

Date Prepared: March 2023
Date updated: June 2025
Post Title: Civil Enforcement Officer
Post Number: 2465(3) Grade: 4
Group Head: Neighbourhood Services
Report To: Senior CEO

General Duties: To provide an efficient and effective service of parking enforcement, in order to minimise Parking Contraventions through the issue of penalty charge notices in appropriate cases. To provide this service in accordance with the Council's objectives and policies.

Essential Requirements: Current full clean driving licence for manual vehicles and/or Category AM
Excellent verbal communication skill and ability to communicate tactfully and effectively with the public and deal with difficult or confrontational situations.

General Responsibilities: **Equal Opportunities:**
The Council is committed to achieving equality of opportunity and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.

Health and Safety:
The Council is committed to providing a healthy and safe working environment and expects all employees to implement and promote policies in all areas of their work including attending training as appropriate.

GDPR:
The council is committed to the principle of confidentiality and the requirements of the Data Protection Act and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.

Particular Duties:

1. To carry out Patrols of off-street parking, either individually or as part of a team. Patrols may be on foot or by vehicles according to instructions. Be part

of a team responsible for the day to day delivery of off – street parking enforcement throughout the Borough. Work on a rota over 7 days of the week including some evening shifts



2. To enforce parking regulations through the issuing of Penalty Charge Notices, throughout the Council's car parks. This entails considerable time outdoors and patrolling on foot. Regularly patrol all car parks to issue notices, interact with customers, check and report car park defects and hazards and provide excellent customer service, whilst contributing fairly and equitably with colleagues to the meeting of all budgetary expectations of the service.
3. Use provided handheld equipment ICT equipment etc. to enable work to be carried out.
4. Alert the supervisor, management or appropriate authorities in the event of any incident that requires attendance of emergency services, or external professional assistance
5. Keep records of all activity in order that management can clearly see what has happened
6. Assist with periodic work in car parks to ensure high levels of service across Parking Services
7. To provide accurate reports, verbally or written as appropriate in support of the pursuit of PCN payment.
8. To inspect pay machines and car park equipment, carrying out simple repairs where required, or bagging them out as appropriate.
9. To deal politely with enquiries from members of the public and act as first point of contact on minor issues. Take a proactive approach to maintain service including assisting the public with directions, parking advice and other practical help as required
10. To ensure that identification is carried and that the issued uniform is always worn when on duty and maintained in clean and tidy order.
11. To participate in adjudication hearings and court proceedings as required.
12. To work from full instructions from management but make minor decisions within clearly laid out boundaries from management which will involve the use of judgement.
13. To play a responsible role in relation to health and safety, welfare and discipline within the Parking Team.
14. Duties, which include processing of any personal data, must be undertaken within the corporate data protection guidelines (Data Protection Act 2018).

15. Carry out such other duties as may be required by your Group Head appropriate to your skills and to a level of responsibility not exceeding the grade on which you are appointed. In accordance with the Equality Act 2010 any reasonable adjustments will be made to overcome any factor that puts a disabled employee or applicant at a disadvantage.



Person Specification

Post: Civil Enforcement Officer

Post Number: 2465(3)

KEY JOB REQUIREMENTS	DESIRABLE/ ESSENTIAL	TESTING MECHANISM
1. SKILLS		
Numeracy and literacy and good ICT	Essential	Interview/app form
Good interpersonal skills	Essential	Interview/app form
Ability to communicate effectively at all levels and handle potentially difficult situations with tact and diplomacy.	Essential	Interview/app form
Clear handwriting and able to compose concise, accurate reports.	Essential	Interview/app form
Excellent timekeeping	Essential	Interview/app form
Good team player	Essential	Interview/app form
Ability to write short incident reports	Essential	Interview/app form
Able to work on own initiative.	Essential	Interview/app form
2. EXPERIENCE		
Substantial experience of on and off street enforcement	Essential	Interview/app form
Previous experience of dealing with customers face to face, including in potentially difficult circumstances	Essential	Interview/app form
Evidence of operating Information Technology systems.	Essential	Interview/app form
An ability to quickly establish effective working relationships	Essential	Interview/app form
3. KNOWLEDGE		
Knowledge and understanding of parking operations on and off street	Essential	Interview/app form
Knowledge of parking legislation		

Post: Civil Enforcement Officer

Post Number: 2465(3)

KEY JOB REQUIREMENTS	DESIRABLE/ ESSENTIAL	TESTING MECHANISM
Understand the importance of Health and Safety procedures	Essential	Interview/app form
Ability to communicate a reasonable understanding of the role of Civil Enforcement Officer	Essential	Interview/app form
4. QUALIFICATIONS		
Educated to GCSE level or equivalent	Desirable	Interview/app form
NVQ in parking enforcement	Essential	Interview form
5. PERSONAL QUALITIES		
Honesty and integrity	Essential	Interview/app form
Flexibility to work varied shifts – early morning	Essential	Interview/app form
Flexibility to work varied shifts – including weekends and bank holidays	Essential	Interview/app form
Must be legally entitled to work in the UK	Essential	App form/Docs
Communicate tactfully and effectively to team members, the public and other external contacts.	Essential	Interview/app form
Willing to learn new skills and procedures and work in a flexible manner and demonstrate a responsive approach.	Essential	Interview/app form
Physically fit and mobile and able to work and walk outside in all weathers.	Essential	Interview/app form
Current full driving license	Desirable	App form
Positive and progressive style	Desirable	Interview
Bike License or CBT	Essential (if not a holder of a full driving license)	App form

