



## RUTLAND COUNTY COUNCIL

### JOB DESCRIPTION

**Position Title:** Civil Enforcement Officer (CEO)

**Grade:** 3

**Directorate:** Places

**Department:** Parking Services

**Responsible to:** Parking Services Manager

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#### **Purpose of the Job:**

To support the Council's priority to improve road safety.

To be the customers first point of contact for the Council when parking and requesting advice or support on arrival to the County towns.

To carry out civil parking enforcement of the countywide Civil Enforcement Area (CEA) of Rutland by patrolling the specified Council owned pay & display car parks and various routes on-street. Ensuring at all times that enforcement decisions are fair, effective and consistent and follow set protocols and policies.

#### **Main Responsibilities:**

1. To give assistance on parking or general town information to members of the public where required
2. To patrol the specified routes and car parks in the designated civil enforcement area and inspect stationary vehicles
3. To serve penalty charge notices where it is believed a penalty charge is payable using service specific, notice-issuing hand-held devices
4. To carry out appropriate checks of stationary vehicles displaying permits or disabled blue badges to ensure that motorists are using the permit or badge correctly, are entitled to do so and the permit or badge is legal and legitimate
5. To monitor the parking bays for staff and visitors to the Catmose council offices to ensure that maximum stays are not exceeded and to monitor parking facilities for special events as organised by the Council from time to time
6. To check that all appropriate enforcement lines and signs are in place and visible while maintaining records of problems and reporting any car park,



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highway and street defects that give enforcement or health and safety concerns to the Parking Services Manager

7. To report any public safety concerns or possible criminal activity as appropriate including persons acting suspiciously, in an inappropriate manner or causing damage or a nuisance
8. To report any illegal advertising boards, notices or 'fly posting' items or similar activity and remove and destroy advertising literature from vehicles and car parks reporting sources as required. Issue fly-posting penalty notices to any detected offenders
9. To check that pay and display machines are in working order, perform basic repairs, close down defective machines and report to the parking services office when required
10. Maintain ticket stocks within the pay & display machines and advise the parking services office when ticket stationery stocks need re-ordering
11. To report full bins or fly tipped rubbish on the car parks to the appropriate council section
12. To be aware of any person creating litter or in the act of depositing litter in accordance with the legislation (CNEA 2005) and the council policies applying and report sightings to the Parking Services Officer\*
13. To regularly check all fixtures and fittings; lights, sign posts, signs, notice boards and public information boards to ensure that they are all in order and carry out manual winter maintenance duties to ensure enforcement regimes are not compromised
14. To remove any persons that are not observing the parking orders i.e. those not involved with the act of parking a vehicle or any persons staying overnight in or out of vehicles
15. To ensure that a properly identified and recorded pocket book is maintained to record every aspect of the daily duties
16. To report day to day operational issues or problems with either equipment or duties, as required, to the Parking Services Officer
17. To produce and record test ticket information from every off-street car park pay and display machine at each visit, collate and forward to the parking services office as required
18. To ensure the appropriate use of mobile phones to pass information to the Parking Services Officer and or Police community support officers in the event of witnessing illegal or suspicious activity



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19. To ensure that any hazardous materials found in car parks that may cause an immediate problem; broken glass, human and animal waste, leaking fuel and oil are reported to the Parking Services Officer for action
20. To wear the full and correct Council issued uniform at all times when conducting daily enforcement duties
21. To attend internal and external training courses and meetings in respect of duties as required
22. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.
23. Take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties. Where appropriate you will safeguard the health and safety of all persons and premises under your control and guidance in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Directorate codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.
24. This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

### **Behaviours and outcomes:**

To be a role model for the One Council ethos and values.

Respond to pressure and change – flexible and adaptable to sustain performance.

Build and manage relationships, share knowledge and skills to deliver shared goals.

Actively support new initiatives and try different ways of doing things.

### **Dimensions:**

*This role does not include supervision of staff or budget responsibility.*

*Occasional key holder responsibility.*

*Very rare cash handling responsibility\*.*

*(\* = as of 2024, not actively undertaken in role but reserved)*



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### JOB REQUIREMENTS

#### QUALIFICATIONS/TRAINING/EDUCATION

|                                                                        |                        |
|------------------------------------------------------------------------|------------------------|
| Essential                                                              | Method of Assessment * |
| Good basic standard of education. Educated to GCSE level or equivalent | A/D                    |

|                                  |                        |
|----------------------------------|------------------------|
| Desirable                        | Method of Assessment * |
| Training in an enforcement role. | A/I                    |

#### EXPERIENCE/KNOWLEDGE

|                                    |                        |
|------------------------------------|------------------------|
| Essential                          | Method of Assessment * |
| Knowledge of enforcement practices | A/I                    |

|                                                              |                        |
|--------------------------------------------------------------|------------------------|
| Desirable                                                    | Method of Assessment * |
| Experience in parking or environmental enforcement practices | A/I                    |

#### SKILLS

|                                                                                |                        |
|--------------------------------------------------------------------------------|------------------------|
| Essential                                                                      | Method of Assessment * |
| Good communication skills.                                                     | A/I/T                  |
| Sound numeracy and literacy.                                                   | A/I/T                  |
| Basic IT skills.                                                               | A/I/T                  |
| Confidence to deal with public and provide good standard of customer care.     | A/I/T                  |
| Motivation and commitment to team work with ability to work on own initiative. | A/I/T                  |



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### EQUALITY AND DIVERSITY

| Essential                                                                                                | Method of Assessment * |
|----------------------------------------------------------------------------------------------------------|------------------------|
| Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice. | A/I                    |

### OTHER

| Essential                                                                                                                | Method of Assessment * |
|--------------------------------------------------------------------------------------------------------------------------|------------------------|
| Willing to undertake compulsory training.                                                                                | A/I                    |
| Good mobility able to conduct outdoor patrols over long distances on a daily basis.                                      | A/I                    |
| Flexible approach to work and working hours, to include evenings, weekends and bank holidays                             | A/I                    |
| Work outside in all weather conditions.                                                                                  | A/I                    |
| Mobile and able to work from various locations with a full valid UK driving licence and business vehicle insurance cover | A/I/D                  |
| Must have access to a vehicle for work at all times                                                                      | A/I                    |

\* **A = Application Form**    **D = Documentary evidence**    **I = Interview**    **T = Test**

### STRUCTURE

PARKING SERVICES MANAGER





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**NOTE:** These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.

| <b>DATE</b>       | <b>CHANGE - YES/NO</b>           | <b>PREPARED BY<br/>(Name &amp; Position Title)</b>            |
|-------------------|----------------------------------|---------------------------------------------------------------|
| <b>12/02/2018</b> | <b>YES</b>                       | <b>James von der Voelsungen, Parking<br/>Services Manager</b> |
| <b>05/01/2022</b> | <b>Yes – amended<br/>wording</b> | <b>James von der Voelsungen, Parking<br/>Services Manager</b> |
| <b>5/10/2024</b>  | <b>Yes – amended<br/>wording</b> | <b>James von der Voelsungen, Parking<br/>Services Manager</b> |
| <b>7/11/2025</b>  | <b>No</b>                        | <b>James von der Voelsungen, Parking<br/>Services Manager</b> |