

# Seasonal Civil Enforcement Officer

<b>LEVEL:</b>	Level 8 SCP 7
<b>ACCOUNTABLE TO:</b>	Parking Team Leader
<b>SALARY:</b>	£13.69 per hour plus shift allowance
<b>LOCATION:</b>	Totnes/Tavistock/Agile
<b>CONTRACT:</b>	Fixed Term – 6 months April - September

## Job Purpose

An exciting opportunity has arisen within the Parking Department for one person to join our well-established Parking Team as a Civil Enforcement Officer.

We are looking for confident, enthusiastic candidates to help patrol our local car parks within the South Hams District. The applicant must have the ability to work on their own and as part of a team and be experienced in handling complex and challenging situations in a calm and professional manner.

The successful candidate will need good interpersonal skills and a flexible approach. You do not need to have previous experience, just a “can-do” attitude and a willingness to learn.

The Civil Enforcement Officer role not only carries out general enforcement including the issuance of Penalty Charge Notices within our car parks but also maintains the machines, reports issues and most importantly is an advocate for the Council helping the local community; whether it is answering a general question or being a point of contact to reach out to the various departments we have.

This role requires a valid full driving licence and a DBS check. Full PPE and training will be provided. You will be required to work a four weekly rota including weekends and shift patterns between 7am and 8pm. The role will require the postholder to carry cash boxes, walk between carparks and be outside in all weathers.

## Role Profile

- ◆ Car Park enforcement, including the issuing of Penalty Charge Notices
- ◆ Safely and efficiently carry out cash collection
- ◆ Be committed to delivering a high standard of customer care
- ◆ Pay and Display machine maintenance
- ◆ Car Park assessments and maintenance where required
- ◆ Good judgement skills
- ◆ Accurately record information in detail
- ◆ Fair approach with no prejudice always

◆ Reporting to Parking Team Leader

## Person Specification

### Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>GCSE Grade C or above in Maths and English</li> </ul>	<ul style="list-style-type: none"> <li>Previous enforcement experience</li> </ul>
<ul style="list-style-type: none"> <li>A Full Clean UK Driving licence</li> </ul>	<ul style="list-style-type: none"> <li>NVQ level 2 Parking Enforcement</li> </ul>
<ul style="list-style-type: none"> <li>DBS Check – to be completed at appointment of position</li> </ul>	<ul style="list-style-type: none"> <li>Health &amp; Safety training</li> </ul>
<ul style="list-style-type: none"> <li>Be willing to undertake relevant training</li> </ul>	<ul style="list-style-type: none"> <li>Customer Services training</li> </ul>

### Skills / Abilities

Essential	Desirable
<ul style="list-style-type: none"> <li>Proactive with commitment to provision of excellent customer service</li> </ul>	<ul style="list-style-type: none"> <li>Enforcement training</li> </ul>
<ul style="list-style-type: none"> <li>Good communication skills</li> </ul>	<ul style="list-style-type: none"> <li>Health &amp; Safety training</li> </ul>
<ul style="list-style-type: none"> <li>Self-motivated and confident working under own initiative</li> </ul>	<ul style="list-style-type: none"> <li>Customer Services training</li> </ul>
<ul style="list-style-type: none"> <li>Ability to analyse situations and make appropriate decisions within established guidance</li> </ul>	
<ul style="list-style-type: none"> <li>Flexible, responsive and adaptable in approach</li> </ul>	
<ul style="list-style-type: none"> <li>Be able to work effectively as part of a team</li> </ul>	
<ul style="list-style-type: none"> <li>Well organised</li> </ul>	
<ul style="list-style-type: none"> <li>IT literate</li> </ul>	
<ul style="list-style-type: none"> <li>Proven written communication skills</li> </ul>	
<ul style="list-style-type: none"> <li>Be willing to undertake relevant training</li> </ul>	

### Knowledge / Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>Good understanding of Council services</li> </ul>	<ul style="list-style-type: none"> <li>Broad and detailed knowledge of Council Services and procedures</li> </ul>
<ul style="list-style-type: none"> <li>Good knowledge of the local area</li> </ul>	<ul style="list-style-type: none"> <li>Detailed knowledge of the locality</li> </ul>
	<ul style="list-style-type: none"> <li>Good knowledge of terminology and acronyms used by service areas</li> </ul>
	<ul style="list-style-type: none"> <li>Monitoring and inspection procedures</li> </ul>
	<ul style="list-style-type: none"> <li>Enforcement</li> </ul>

## Physical Requirements

Essential	Desirable
<ul style="list-style-type: none"> <li>To be physically able to perform the duties of the post</li> </ul>	
<ul style="list-style-type: none"> <li>Able to patrol by foot as required for long periods of time</li> </ul>	
<ul style="list-style-type: none"> <li>Able to work outside in all weathers</li> </ul>	
<ul style="list-style-type: none"> <li>Required to wear a uniform provided by the Council</li> </ul>	
<ul style="list-style-type: none"> <li>Ability to cover designated routes whilst carrying necessary equipment</li> </ul>	
<ul style="list-style-type: none"> <li>Ability to pull and lift cash boxes of weight up to 25kg</li> </ul>	

## General Requirements

Essential	Desirable
<ul style="list-style-type: none"> <li>Willingness to work within the Councils' Core competency framework</li> </ul>	
<ul style="list-style-type: none"> <li>Ability to work a flexible shift pattern</li> </ul>	
<ul style="list-style-type: none"> <li>An engaging, enthusiastic and positive manner with a strong "can do" approach</li> </ul>	

## General

The list is not exhaustive; this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

## Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

## Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other's differences, promotes dignity, equality, diversity, and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination, and harassment.

## Staff Code of Conduct

The public, our communities, customers, and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

### Climate Change

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.