



# Seasonal Neighbourhood Officer

<b>LEVEL:</b>	Level 8
<b>ACCOUNTABLE TO:</b>	Parking and Localities Supervisor
<b>SALARY:</b>	£13.69 per hour working pattern Tuesday to Saturday
<b>LOCATION:</b>	Mobile within South Hams
<b>CONTRACT:</b>	Fixed Term – 6 months April - September

## Job Purpose

The Seasonal Neighbourhood Officer working across both the Parking and Localities teams, plays a vital role in delivering exceptional customer care and representing the Council in all interactions with the public. Responsibilities involve acting as an ambassador when handling enquiries or making referrals, collaborating closely with Council colleagues to enhance service delivery, and addressing daily operational matters. Duties include; patrolling car parks, towns and beaches and engaging with customers and businesses, supporting events, helping maintain clean and tidy areas, and erecting planning notices. Flexibility is essential as you carry out assessments, collect information, and monitor Council assets and services. Highly visible within the community, this role is the operational face of the Council, providing frontline support and consistently striving to uphold the highest standards in both parking and locality operations.

## Role Profile

- Conduct field based monitoring, assessment, and inspection work to support specialist service areas and Council projects.
- Identify and report street, highway, property, and parking defects to relevant owners, and escalate unresolved issues as needed.
- Place on street notices, including Planning Notices and Tree Protection Orders, and monitor waste and street cleansing services.
- Support the Street Cleansing Team in maintaining public areas and assist the Locality Team in enforcement, monitoring, and inspection activities.
- Patrol designated off street parking places, enforce parking restrictions, and issue Penalty Charge Notices in line with Council policies.
- Inspect and maintain pay & display machines, tariff and information boards, and report any defects that cannot be rectified.



- Carry out cash collection duties as and when required, and in accordance with the current financial guidelines.
- Monitor the condition of parking signage and lines, reporting any damage or wear, and inspect the cleanliness and maintenance of off street car parks.
- Identify and report abandoned vehicles.
- Wear a Council provided uniform and carry an identity card while on duty.
- Attend events and meetings, act as an ambassador for the Council, and provide excellent customer service to residents and stakeholders.
- Develop a thorough working knowledge of the area and form productive relationships with key stakeholders.
- Maintain and update Council information systems accurately, in line with Data Protection principles, and keep confidentiality at all times.
- Perform regular cleaning, maintenance, and inspection of Council vehicles, ensuring a full clean driving licence is held and Lone Working Policy is followed.
- Organise and manage workloads effectively with team members, meeting customer and performance standards, and prioritising tasks with timely updates.
- Promote equality of opportunity, safety culture, and positive employee relations in accordance with corporate policies, training, and procedures.

## Person Specification

### Qualifications

Essential	Desirable
Full UK manual Driver's Licence	Entry level traffic management training
GCSE Grade C or above in Maths and English or equivalent	NVQ Level 2 Parking Enforcement
	Health & Safety training
	Customer Services training



## Knowledge / Experience

Essential	Desirable
Experience in a mobile role or working outside	Knowledge of local government functions and responsibilities of different tiers of local government
Good understanding of Council services	Working in accordance with Risk Assessments
Good knowledge of the local area	Detailed knowledge of the locality
	Good knowledge of terminology and acronyms used by service areas
	Previous enforcement experience
	Monitoring and inspection procedures
	Enforcement training

## Skills / Abilities

Essential	Desirable
Willingness to learn the use of role critical software	Familiarity with ICT devices (tablets)
Ability to use own initiative, and work as part of a team	Confident handling dogs (collection of stray dogs may be required after relevant training)
Map reading skills	
Proactive with commitment to provision of excellent customer service	
Good communication skills including proven written skills	
Self-motivated, confident and well organised	
Ability to analyse situations and make appropriate decisions within established guidance	



Flexible, responsive, and adaptable in approach	
Confidence lone working for extended periods	
Calm under pressure	
Physically fit to carry out wide range of duties, including foot patrols at a range of locations	
Positive, can-do attitude	

## General / Other

Essential	Desirable
Be willing to undertake relevant training	

## General

The list above 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.