



Job Description and Person Specification

Job Title:	Civil Enforcement Officer		
Post Number:	P1648, P1651, P1654, P1658, P1663, P1666	P1649, P1652, P1655, P1659, P1664,	P1650, P1653, P1657, P1662, P1665,
Grade:	Grade 3		
Service:	Community & Place Delivery		
Progression:	Progression through the grade is dependent upon performance		
Hours per week:	Various		
Accountable to:	Parking Services Manager (Operations)		
Date created/ reviewed:	Created Jan 2020/February 2026		

Job Purpose

To enable residents and visitors to the district to park in a safe and accessible location. To carry out patrols of the car parks and streets, undertake routine visual checks for potentially abandoned vehicles, within the district in accordance with the relevant laws, guidance and policies and always take a customer focused approach and to promote responsible parking through advice, persuasion and education.

Accountabilities

1. Patrol designated on and off-street parking places to ensure compliance with parking orders, policies and government legislation and gather evidence using handheld devices where contraventions have occurred. Carry out daily visual checks of vehicles that appear abandoned, including noting key indicators (e.g., damage, no plates, no tax, long-term stationary), and record and report suspected abandoned vehicles in accordance with Council procedures.
2. Issue penalty charge notices using handheld devices to vehicles in contravention in accordance with relevant legislation, guidance and good practice.
3. Record and report defects to surfacing, bay markings, signage or structures within carparks, on street parking places and other parking restrictions. Also record and report suspected abandoned vehicles, providing accurate details i.e.

location, photographs and relevant observations to support assessment by the enforcement team or waste contractor.
4. Operate mobile enforcement vehicle when required, fill vehicle with fuel/charge vehicle, carry out vehicle checks and other vehicle safety requirements and record and report any concerns.
5. Inspect all equipment and uniform issued daily to ensure that it is capable of gathering accurate evidence, operating effectively, is of an appropriate standard and any defects are reported.
6. Use the handsets and back-office system to ensure that evidence is recorded appropriately.
7. Keep detailed daily records of all activities carried out using pocket notebooks and handheld systems to be an accurate record of events and of a quality which may be used as evidence in appeals. This includes abandoned-vehicle sightings and checks to support formal processing and potential statutory notices.
8. Regularly inspect pay and display machines, signage and lineage to ensure that they are operating correctly and suitable and sufficient prior to issuing penalty charge notices (and record and report any defects).
9. Carryout minor maintenance to pay and display machines and other equipment as appropriate including but not limited to coin jams, ticket jams and ticket roll changes.
10. Assist the public wherever possible acting as the first point of contact on minor parking enquiries and enforcement matters. Provide advice on reporting process and procedures for abandoned vehicles, signposting to the appropriate reporting channels. Generally acting as an ambassador for the district offering assistance and advice to citizens on council services where appropriate.
11. Replace and erect signage and other information relating to parking places or adjacent roads as directed.
12. Provide support and training to new officers to enable them to carry out their role effectively.
13. Carry out any other duties as requested that are appropriate having regard to the scope and grading of the post.
14. Take responsibility for your own health and safety and that of people who may be affected by what you do (or do not do).

Demands

Physical Demands;

- Operational work requires the post holder to carry out duties outside in variable weather conditions, office and vehicle based (Daily).
- To walk on beats on a daily basis to access areas around the district and to travel by car and/or scooter to access areas more remote areas around the district (Daily).

- To work outside of normal office hours, including occasional weekend working (weekly).
- Ability to use a keyboard, mouse and mobile handheld device are essential for the input of data, word processing etc. (Daily).

Mental Demands;

- Ability to maintain a heightened awareness for safe working conditions (daily).
- Ability to maintain focus and accuracy in a dynamic environment (daily).

Emotional Demands;

- To effectively manage conflict and defuse in high risk situations with sensitivity to individual circumstances (weekly).
- The post holder will be expected to be able to deal with difficult customers regarding enforcement decisions that or their colleagues have made (daily).
- To be able to work both independently and as part of team (daily).

Working Conditions

- Within reason the postholder will be expected to work outside in adverse weather conditions.
- The post holder will be in constant contact with the public who may be unhappy or disappointed with the enforcement decisions taken by the parking service, which may lead them to being verbally aggressive. The post holder will need to be able to remain calm and help diffuse the high emotions.

Other Employment requirements

Basic Disclosure check.

ROLE SPECIFIC PERSON SPECIFICATION

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Criteria		Essential	Desirable	Assessment
Values and Behaviours				
	We are Customer Driven	X		I,T
	We Care	X		I,T
	We are Confident	X		I,T

	We Work Together	X		I,T
	We are Trusted	X		I,T
Qualifications				
	Hold City and Guilds Level 2 Award for Parking Enforcement Officers (or equivalent).	X		A, I
	Valid Full Driving Licence.		X	A
	Valid Compulsory basic training (for motorcycle and moped)		X	A
Knowledge				
	Knowledge of Traffic Regulation Orders and the legislation associated with traffic/parking matters.		X	A,I,T
	Knowledge of the principals of good enforcement.		X	A,I,T
	Knowledge of the district of St Albans.		X	
Experience				
	Able to demonstrate ability to communicate effectively and courteously at all levels	X		A,I
	Recent experience or ability to demonstrate knowledge of producing clear and concise notes, to maintain accurate records and have good attention to detail.	X		A,I
	Recent experience of working in an enforcement environment.		X	A,I
	Recent experience and commitment to delivering high quality customer care.	X		A,I
	Recent experience of resolving difficult and confrontational situations	X		A,I

Method of Assessment Codes

A	T	R	D	I	O
Application Form	Tests (online / at interview)	Reference	Documentary Evidence	Interview	Other

For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here](#).