



## Job Description and Person Specification

<b>Job Title:</b>	Civil Enforcement Officer Supervisor
<b>Post Number:</b>	P1742, P1743
<b>Grade:</b>	Grade 5
<b>Service:</b>	Community & Place Delivery
<b>Progression:</b>	Progression through the grade is dependent upon performance
<b>Hours per week:</b>	42.5 hours per week
<b>Accountable to:</b>	Parking Services Manager (Operations)
<b>Date created/ reviewed:</b>	Created April 2020/February 2026

### Job Purpose

To organise, coordinate and supervise the operational element of the parking enforcement team, including supporting operational responses to abandoned vehicle reports in compliance with the legislation, best practice and Council's policies, procedures and duties.

Undertaken effective performance management and training of CEOS to minimise the number of penalty charge notices appealed against and cancellations minimised.

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 within the district in accordance with the relevant laws, guidance and policies and take a customer focused approach at all times and to promote responsible parking through advice, persuasion and education.

### Accountabilities

1. Organise and co-ordinate the duties, deployment and responsibilities of a team of Civil Enforcement Officers across the district to ensure that effective enforcement of regulations controlling on-street and off-street parking takes place. Ensure timely investigation and processing of abandoned vehicle reports, including site visits, documentation and liaison with relevant contractors.
2. Ensure that parking controls are observed and enforced by the team in a fair, accurate and consistent manner in line with the legislation, best practice, Councils policies, procedures and duties.

3. Assist the Parking Services Manager in delivering new projects including improvements to abandoned vehicle procedures and changes in policy and contribute to new ideas to improve service delivery.
4. Undertake performance management of officers and where appropriate discuss issues with individual CEOs and agree actions and targets for improvement and monitor progress towards those targets.
5. Assist with and/ or carry out the recruitment, performance appraisal, training and development of all staff within the team. Carry out capability and disciplinary investigations where necessary in accordance with the Council's procedures.
6. Assist with the organisation of events that impact on the highway and car parks and ensure that necessary arrangements are in place.
7. Ensure that all equipment issued including uniforms, consumables, enforcement equipment is maintained to a good standard and adequate levels of supplies are maintained.
8. Where required carry out the duties required of a civil enforcement officer and deputise for the Parking Services Manager (Operations) in his absence and when necessary.
9. Provide support and training to officers to enable them to carry out their role effectively.
10. Carry out any other duties as requested that are appropriate having regard to the scope and grading of the post.
11. 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).
- Ability to attend locations of reported abandoned vehicles and assess vehicle condition and risk.

### 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.
- Potential exposure to hazardous abandoned vehicles, requiring adherence to safety protocols

### **Other Employment requirements**

Basic Disclosure checks.

### **ROLE SPECIFIC PERSON SPECIFICATION**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessment</b>
<b>Values and Behaviours</b>			
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
<b>Qualifications</b>			
Hold the City and Guilds Level 2 Award for Parking Enforcement Officers (or equivalent).	X		A, I
Valid Full Driving Licence or commitment to obtain this.		X	A
Valid Compulsory basic training (for motorcycle and moped)		X	A

	Evidence of recent and relevant management training.		X	A
	Evidence of recent and relevant Health and Safety training.		X	
<b>Knowledge</b>				
	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	A,I
	Good supervisory skills including the ability to lead a team, organising, monitoring and allocating work.		X	A,I
<b>Experience</b>				
	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
	Recent significant experience of managing and supervising staff in an enforcement setting.		X	A,I

#### Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here](#).