



Civil Enforcement Officer

LEVEL:	Level 8
ACCOUNTABLE TO:	Parking Team Leader
SALARY:	£26,403 to £28,142 per annum + Shift Allowance (Pay Award Pending)
LOCATION:	West Devon
CONTRACT:	Permanent

Job Purpose

To work as part of an effective team that attains the highest possible standards of customer care. Acting as an Ambassador for the Council when dealing with customers, answering queries on initial contact, or making referrals to other teams. To work collaboratively with Council colleagues to improve customer service delivery, liaising with colleagues in respect of daily operational issues.

Role Profile

- Patrol designated off-street parking places as required, ensuring that motorists are complying with the appropriate orders.
- Enforcing parking by serving Penalty Charge Notices where motorists have parked their vehicles in contravention of the relevant restrictions, in accordance with the policies and procedures of the Councils.
- Undertaking routine inspections of pay & display machines, carrying out minor maintenance when necessary, restocking tickets and reporting any defects that cannot be rectified, as required.
- Undertaking routine inspections and carrying out minor maintenance to, and cleaning of, tariff and information boards, and to report any defects that cannot be rectified.
- Monitoring the condition of signs and lines related to parking restrictions, and reporting defects (e.g., damaged, worn, or obscured) as required.
- Carrying out inspections of standards of cleanliness and maintenance of off street car parks.
- Identifying and reporting any abandoned vehicles.
- Appearing before the Adjudication Service as required.
- Wearing a uniform and carrying an identity card provided by the Council.
- To assist the Locality team in completing programmed works linked to monitoring, inspection, and checking and enforcement activities as requested.
- Information and knowledge.



- Actively maintain knowledge of relevant legislation and good practice and develop and maintain knowledge of council services and procedures.
- Access and accurately update all relevant information systems through verification, and validation and in accordance with Data Protection principles.
- Carrying out regular cleaning, maintenance and inspection of Council vehicles provided, in accordance with instructions.
- Maintaining confidentiality of information acquired in the course of your duties.
- Carrying out cash collection duties as and when required, and in accordance with the current financial guidelines.
- Work with other team members to organise and manage workloads effectively, ensuring that all customer and performance standards and targets are achieved.
- Possessing and maintaining a full clean driving licence to facilitate driving a vehicle provided by the Council.
- Working in accordance with the Lone Working Policy.
- Work shifts to meet the requirements of the role.
- Undertake any other duties as may be reasonably required.
- Promote equality of opportunity in service delivery in all aspects of the role in line with corporate policies, training, and procedures.
- Promote a culture that is supportive of the Councils' purpose, aims and values and take all reasonable steps to maintain good employee relations.
- Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Councils' activities.

Person Specification

Qualifications

Essential	Desirable
GCSE Grade C or above in Maths and English.	Previous enforcement experience.
A Full Clean UK Driving licence.	NVQ Level 2 Parking Enforcement.
DBS Check – to be completed at appointment of position.	Health & Safety training.
Be willing to undertake relevant training.	Customer Services training.



Knowledge / Experience

Essential	Desirable
Good understanding of Council services.	Broad and detailed knowledge of Council services and procedures.
Good knowledge of the local area.	Detailed knowledge of the locality.
	Good knowledge of terminology and acronyms used by service area.
	Monitoring and inspection procedures and enforcement.

Skills / Abilities

Essential	Desirable
Proactive with commitment to provision of excellent customer service.	Enforcement training.
Good communication skills.	Health and Safety training.
Self-motivated and confident working under own initiative.	Customer Service training.
Ability to analyse situations and make appropriate decisions within established guidance.	
Flexible, responsive, and adaptable in approach.	
Be able to work effectively as part of a team.	
Well organised.	
IT literate.	
Proven written communication skills.	



General / Other

Essential	Desirable
To be physically able to perform the duties of the post.	
Be able to patrol on foot as requires for long periods of time.	
Be able to work outside in all weathers.	
Required to wear a uniform provided by the Council.	
Ability to cover designated routes whilst carrying necessary equipment.	
Ability to pull and lift cash boxes of weight up to 25 kg.	
Ability to work a flexible work pattern.	
An engaging, enthusiastic, and positive manner with a strong 'can do' approach.	

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.