



# ROLE PROFILE FOR CIVIL ENFORCEMENT OFFICER

**Role Title:** Civil Enforcement Officer Car Parks

**Service:** Parking Services

**Location:** Main Square car park, Albert Road, Camberley, Surrey, GU15 3SP

**Reporting To:** Car Park Team Leader

## Role Purpose

Insert details of role purpose.

- Be responsible for the day to day operation and maintenance of all car parks and car park equipment throughout Surrey Heath.
- There are set hours from 8am to 6pm, with occasional evening working up to 8pm.
- To carry out foot patrols and mobile patrols to enforce off-street parking car parking restrictions and regulations through the issuing of Penalty Charge Notices.
- Regularly patrol all levels of Town Centre car parks and outlying car parks to issue notices, interact with customers, check litter cleanliness and state of repair and provide excellent customer service.
- Monitor contractors on-site as appropriate to ensure that contracted duties are delivered as ordered.
- Provide information to customers and contractors on the operation of the Council's car parks as appropriate.
- To keep any administrative records for all car park operations as directed by the Senior CEO Car Parks.
- To assist the Parking Services Manager in the effective control and management of Council Car Parks.



## Main Duties and Accountabilities

### Knowledge and Expertise

- Monitor all car park activity, principally at Main Square and Knoll Road car parks in Camberley and also at the Council's out of town car parks through regular patrols and inspections.
- Enforce parking regulations through issuing PCNs using hand-held ICT equipment as supplied.
- Provide a point of contact for customers at Main Square and Knoll Road car park either in person or remotely via communication equipment.
- Liaise with contractors who are providing service or maintenance to equipment in the car parks, including cash collection.
- Liaise with Council stakeholders such as The Square, The Atrium and Voluntary Agencies and Police.
- Assist with keeping records of all activity in order that management can clearly see what has happened in the event of an incident occurring on site.
- Alert the supervisor, management or appropriate authorities in the event of any incident that requires attendance of emergency services, or external professional assistance.
- Carry out regular preventative maintenance of equipment and rectify routine faults.
- Assist with periodic inspections of car parks.

### Creativity and Innovation

- Maintain excellent records and provide reports to management on all aspects of car parks operations and enforcement.
- Take a proactive approach to maintain of machines and signs and enhance reliability of all parking equipment and enforcement practices.

### Financial Accountability



- Be accountable for all cash collected within car parks and provide reports confirming receipt of monies as appropriate.
- Maintain financial records in line with SHBC policy and provide information for Business Services staff as appropriate.

## **Impact upon the Organisation & the Community**

- Ensure that the service is delivered accurately and efficiently.
- Ensure that all car park users have as high quality experience as possible within budgetary and resource limitations.

## **Management & Supervisory Responsibilities**

- None.

## **Initiative & Independent Action**

- To work from full instructions from superiors, but make minor decisions within clearly laid out boundaries from management which will involve the use of judgement.
- This post will involve some lone working which will involve making decisions based on information from the public or contractors. Problems will be referred to senior staff.
- Identify areas for improvement.
- To carry out any other duties commensurate with the grade of this post, as and when required.

## **General**

- Ensure that customers experience as high quality a parking service.
- Act as an ambassador for Surrey Heath Borough Council when carrying out all your duties.
- Act in accordance with SHBC Values and Behaviours Framework.

## **Continuous Professional Development**



- Be committed to undertaking additional training both in-house and external.
- Keep up to date with all internal e-learning requirements.

## Customers and Contacts

### Important Internal Relationships

- Develop excellent working relationships with colleagues in Parking Services.
- Develop excellent working relationships with colleagues in Corporate Enforcement Services and Recreation and Leisure Services.

### Important External Relationships

- Develop excellent working relationships with customers in order that every customer has the best parking experience possible.
- Provide a professional experience for all contractors who undertake regular or one-off work for the car park.
- Develop excellent working relationships with The Square, The Atrium and traders.

### Additional Requirements

- **To continuously suggest/improve and/or update processes and procedures by digitalisation and streamlining with a view to maximising effectiveness, efficiency and to enable data sharing.**
- **To work collaboratively with colleagues in accordance with our corporate values and policies to achieve the Council aims and objectives.**
- **No contra-indications in personal background or criminal record indicating unsuitability in this role.**
- **Legally entitled to work in the UK.**



- **Ability to participate in the Council's out of hours Civil Emergency arrangements.**
- **Carries out any other duties commensurate with the grade of this post as is required of the Council.**



## Job Title - Person Specification

### Qualifications and Training

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>
Educated to GCSE Level or equivalent standard or proven suitable literacy and numeracy skills.	E	Application, Interview
Civil Enforcement Officer Level 2	D	Application, Interview
Full UK Drivers Licence	E	Application, Interview

### Knowledge and Experience

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>
Experience with working with mechanical and electrical equipment to provide first line maintenance on parking equipment.	E	Application, Interview
Proven previous experience working in a public facility/customer facing role.	E	Application, Interview
Experience of keeping records/administration.	D	Application, Interview
Experience of use of ICT systems.	D	Application, Interview
Have technical knowledge of parking equipment, regulations and enforcement.	D	Application, Interview



Dealing with day to day operations of car parks including the issuing of PCNs.	E	Application, Interview
Ability to carry out driving duties and possess a full clean driving licence.	E	Application, Interview
Understanding of how local government works and the challenges that it faces.	D	Application, Interview
Understand the importance of Health and Safety procedures.	D	Application, Interview
Experience of carrying out inspections of public buildings.	D	Application, Interview

## Skills and Relations with People

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>
Ability to work effectively and sensitively with a range of customers including the public, retail management companies and traders.	E	Application, Interview
Ability to defuse confrontation and still deliver the service in a pleasant manner, developing relationships that foster good practice.	E	Application, Interview
An approach and style that fosters confidence and assurance in management, work contacts and staff.	E	Application, Interview
Good written and verbal communications skills.	E	Application, Interview



## Creativity and Innovation

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to problem solve and think logically in terms of service delivery and development.	E	Application, Interview
A style that constantly seeks improvements to service delivery and efficiency.	E	Application, Interview

## Financial Accountability

Criteria	Essential or Desirable	Application, Interview or Assessment
Experience of handling cash and being accountable for it	D	Application, Interview

## Impact upon the Organisation and the Community

Criteria	Essential or Desirable	Application, Interview or Assessment
Honesty and integrity	E	Application, Interview
Positive and progressive style	E	Application, Interview



## Management and Supervisory Responsibilities

Criteria	Essential or Desirable	Application, Interview or Assessment
None		

## Initiative and Independent Action

Criteria	Essential or Desirable	Application, Interview or Assessment
High level of personal organisation and motivation.	E	Application, Interview
Ability to organise daily operations.	E	Application, Interview
Ability to make quick operational decisions in response to arising issues.	E	Application, Interview
Confidence and ability to deal with internal and external customers on a daily basis.	D	Application, Interview

## Additional Requirements

Criteria	Essential or Desirable	Application, Interview or Assessment
Able to work comfortably with conflicting workplace demands and pressures	E	Application, Interview
Physically fit and able to regularly and routinely patrol multi- level car parks on	E	Application, Interview





foot, access small spaces, stairs, use of ladders etc.		
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## DBS Requirements

- Standard Check

