

HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST: Senior Civil Enforcement Officer - Peripatetic
TEAM: Parking Services
GRADE: Grade 3 (with acting up allowance when required)
POST NO.: TS27
SERVICE AREA: Regulatory Services
RESPONSIBLE TO: Parking Supervisor

37 hours per week on shift pattern including weekend and Bank Holidays and on occasional evenings. Standard shift pattern rotating 4 days over a 6-day working week.

VARIATIONS TO STANDARD CONDITIONS OF SERVICE

- This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.
- Clearance by the Disclosure and Barring Service is a requirement of this post.

DATE ISSUED: February 2023

JOB PURPOSE:

To control and regulate the parking of motor vehicles on streets, in car parks and on any other Council owned or operated space as required to meet operational requirements on behalf of the following Councils (subject to change):

Blaby District Council, Harborough District Council, Melton Borough Council, Oadby and Wigston Borough Council and Leicestershire County Council.

To act up into the role of Parking Supervisor as directed, supporting with the delivery of the service and supervision of the Civil Enforcement Officer team. During these acting up periods an acting up allowance will be given equivalent to that of a Civil Enforcement Supervisor.

PRINCIPAL RESPONSIBILITIES:

1. To patrol car parks and public roads as instructed.
2. To enforce Traffic Regulation Orders as they apply to the parking or prohibitions to parking of motor vehicles on public roads and highways in whichever District or Borough you are based.

3. To enforce the Council's Off-Street Parking Places Order on car parks in the Council's District or Borough.
4. To enforce the On Street and Off-Street regulations and to be competent in the application of the contravention codes that Civil Enforcement Officers use on a daily basis.
5. To issue lawful notices, including but not limited to, Penalty Charge, Fixed Penalty and Incident Reports for parking and other generic offences as the Council deem appropriate.
6. To ensure that all Car Park equipment and signage is maintained in a serviceable condition fit for the purpose of lawful parking operations.
7. To check the correctness and serviceability of all signs, lines and equipment associated with parking on public roads and car parks.
8. To perform cash handling duties, if required, in a proper and accountable way as instructed.
9. To maintain all equipment issued for personal use in a serviceable condition and to use this in accordance with instructions.
10. To wear a uniform issued by the Council for the lawful performance of duties correctly and in accordance with instructions.
11. To always treat customers with courtesy and respect.
12. To regulate traffic flow.
13. To keep the public safe by ensuring vehicles are parked legally and correctly.
14. To always ensure personal safety and that of team members when necessary.
15. To uphold the image of the Council and have a working knowledge of council policy pertinent to a Civil Enforcement Officer.
16. To be competent with the correct information when asked a question from a member of the public about parking. Also to try and help when possible with any other information that a member of the public may ask a Civil Enforcement Officer.
17. To uphold and display the HDC behaviour competency framework to at least level 1.

18. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies

19. As a term of employment the postholder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments.

20. Health and Safety

- To be familiar with and at all times comply with
 - the Council's general health and safety policy,
 - the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
 - local department specific health and safety procedures as amended or added to from time to time.
- To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during your work to your line manager for action.
- To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.
- To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.
- To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

JOB ACTIVITIES

1. To patrol areas assigned by management and ensure that all motorists are parked in accordance with the law.
2. To note and report defects to the structure and fabric on street and in car parks.
3. To note and report defects to signs and lines on streets and car parks.
4. To check all tickets or permits displayed for validity.
5. To issue Penalty Charge Notices which are lawful and ensure that these are accurately completed in all requisite detail and are served in the appropriate manner without favour to any person.

6. To download Penalty information from hand-held equipment daily or where this is in document form to submit counterfoils without delay as instructed
7. To ensure that hand held equipment is maintained in a serviceable condition in accordance with regular maintenance schedules and is recharged daily and any defects reported to the Civil Enforcement Supervisor or Parking Services Manager.
8. To check all car park pay and display for accuracy of time clock and correct operation and stocks of tickets daily and to restock, adjust or arrange repair as necessary.
9. To carry out basic maintenance of machines as instructed and to report all faults as they occur.
10. To empty cash from machines and carry out counting sorting and banking duties as instructed.
11. To maintain accurate cash records where required.
12. To maintain and submit accurate records of working hours.
13. To present a smart, clean and polite image to customers and to wear uniform correctly, always.
14. To take part in any District or Borough Emergency procedure as directed by your line manager.
15. To issue any other fine or notice as directed.
16. To participate positively in team meetings.
17. To uphold and display the HDC behaviour competency framework to at least level 1.

During periods of acting up as a Civil Enforcement Supervisor.

Main Duties and Responsibilities

1. To deputise for the Civil Enforcement Supervisors during periods of absence.

2. To work with the other Civil Enforcement Supervisor to always ensure the appropriate deployment and numbers of staff to ensure the effective enforcement in all districts is undertaken.
3. To monitor electronic means, for the monitoring of parking machine activity.
4. To assign machine repairs as required to ensure the smooth running of the service and reduce time for the machines to a minimum.
5. To support the Civil Enforcement Supervisors with the recruitment, induction and training of new team members either employed directly or via an employment agency.
6. To complete and maintain various reports, spreadsheets and documentation as required.
7. To work with the Parking Services Manager, Civil Enforcement Supervisors and the client authorities to ensure effective delivery of the service.

Job Activities

1. To ensure that the patrol areas assigned by management are patrolled effectively and ensure that all motorists are parked in accordance with the Traffic Management Regulations 2004 (and Amendments) and the relevant Off Street Parking Places Orders.
2. To undertake the planning of work to ensure optimum use of resources and to review the patrol areas on a periodic basis in consultation with the Parking Services Manager.
3. To carry out spot checks on the CEOs to ensure that they are dressed according to uniform guidelines, and operating according to the Councils procedures.
4. To complete and maintain various reports, spreadsheets and documentation as required to monitor the performance and effectiveness of the team.
5. To support with the initial stages of performance and sickness monitoring.
6. To train Civil Enforcement Officers in basic maintenance procedures for HHCT's (hand held computer terminals) and car park machines and equipment.
7. To attend Team Meetings and to ensure the dissemination of information where necessary to the team members including corporate information messages

Other

As a term of employment, the postholder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or

in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments.

To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and HR policies

Health and Safety

To be familiar with and at all times comply with;

- the Council's general health and safety policy,
- the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
- local department specific health and safety procedures as amended or added to from time to time.

To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.

To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.

To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.

To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

General:

- The post will be subject to the conditions of Service of the National Joint Council for Local Government Services and to the Local Government Superannuation Act if desired. The main national and local conditions of employment and information of a general nature are available on separate documents.
- The nature of the post requires the post holder to work outdoors, in all weathers.
- The post holder will be required to wear a uniform, which will be issued by the Council. The post holder will be expected to keep the uniform in good condition and be responsible for its laundering and cleaning.
- The post holder will be required to use their own vehicle to travel around the County as directed by their line manager.

- The post holder will be provided with a mobile phone for business use only and will be required to carry it at all times whilst at work. Out of hours contact numbers will be required to be supplied as part of the lone worker policy.
- The post holder will normally be required to work from a nominated base, in accordance with the rotating shift pattern and will be expected to travel to and from these places of work at their own expense.
- To co-operate with and support corporate procedures and initiatives, including appraisal and staff training and development.
- To contribute throughout your work to the promotion of the Authority and to the furtherance of the Sections Aims and Objectives.
- To, at all times treat the Councils customers and your colleagues with politeness, respect and consideration and promote customer care throughout the Authority.

HARBOROUGH DISTRICT COUNCIL – PERSON SPECIFICATION

JOB TITLE: Senior Civil Enforcement Officer (Parking Attendant) Peripatetic						
TEAM: Parking Services	POST NO: TS27	GRADE: Grade 3 (with acting up allowance when required)	ALLOWANCE: Casual Car user	3 month temporary contract	WEEKLY HOURS: 37	Assessment A/I/T/E
		ESSENTIAL REQUIREMENTS: (A clear definition of the necessary criteria)		ADDITIONAL/USEFUL REQUIREMENTS (Where available, elements that contribute to improved/immediate performance in the job)		
Qualifications		GCSE English and Mathematics Grade C or equivalent	E	Formal training or qualification in enforcement or customer services		I,E
Experience		- Experience of working in a parking enforcement environment - Experience of working with members of the public - Experience of difficult people and challenging situations - Experience of supervising a team.	A,I I I	- Experience in a customer service role - Experience of working outdoors in all weathers.		A,I A,I

		A,I		
Knowledge	Working knowledge of parking enforcement and related legislation.	I,T	How to operate and carry out minor repairs on pay and display machines	A,I

kills	- Good literacy and numeracy skills - Excellent verbal communication skills - Able to remain calm, confident and diplomatic in circumstances that can be hostile on occasions - Ability to accurately complete appropriate verbal and written communications - Ability to maintain accurate records in a timely manner	A,T I I A,T I	Ability to assess performance and deliver feedback in order to develop others	A/I
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	• Ability to work on own initiative or as part of a team when required • Ability and willingness to undertake relevant training • Ability and willingness to comply with the Council's Equal Opportunities Policy. i.e. demonstrate fair and equal treatment of customers • Ability to demonstrate excellent customer focus • Ability to demonstrate assertiveness as needed • Intermediate IT skills including Microsoft Word, Excel and Outlook. • Ability to provide guidance to team members in a clear and concise manner. • Ability to support and motivate team members to achieve in their role.	A,I A A A,I A,I I,T I,T I		
Other	• Full valid UK driving license and have access to a suitable vehicle. • Able to safely lift / move weights of up to 10 kilos* • Able and willing to work in all weathers, patrolling on foot for long periods in uniform provided* • Capable of carrying the necessary equipment for the duration of the shift (approximately 3 kilos).* *Reasonable adjustments will be considered	E I I		

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Assessment Legend:	A = Application	I = Interview	T = Test or Assessment	E = Evidence (e.g. certificate)
N.B. Where more than one assessment stage is indicated against a criteria that criteria must be demonstrated at both stages				