Job Description

POST DETAILS			
Division/Department	**Civil Enforcement - Environment**		
Organisation	TDC	**Location**	Cecil Street main offices
Job title	Civil Enforcement Officer		
Reports to (job title)	Civil Enforcement Supervisor		
Grade	TG-E + 11% shift allowance	**Politically Restricted Post**	□ **No**
DBS (DBS) Requirement	**Standard: Yes** **Enhanced: No**		

JOB PURPOSE

Civil Enforcement Officers ensure that drivers follow the parking regulations for On-Street and Off-Street parking across the district.

The role requires officers to assist with the safe and free flow of traffic by patrolling on foot across the district issuing Penalty Charge Notice's, which are in contravention of the parking restrictions.

PRINCIPAL ACCOUNTABILITIES

- To enforce parking restrictions across the district in line with the Traffic Management Act 2004 and the Traffic Regulation Orders for Thanet.
- To issue Penalty Charge Notices to vehicles which are parked illegally.
- To ensure sufficient evidence is collected when issuing a Penalty Charge Notices.
- Daily maintenance checks of pay and display machines across the district. First fix to be carried out or report for a call out.
- Car park inspections to be carried out on a weekly basis and report findings to the Supervisor.
- Identify and report any damaged road and car park signs, faded lines that need replacing or are missing to help customers understand what regulations are enforceable.
- Assist the general public with any Council related enquiries to provide high levels of customer satisfaction.
- Liaise with other enforcement teams, CCTV and the police to provide intelligence and information.
- Investigate Abandoned Vehicles from initial report to removal of vehicle.

- Identify, inform and report issues such as potholes, streetlights, abandoned cars, graffiti, and dumped rubbish to the relevant department/agency, acting as the Councils 'eyes and ears' so as to improve the district environment.
- Joint operations with Police, CSU, CCTV and Streetscene Enforcement.
- Training of new Civil Enforcement Officers
- Ongoing inspections and overview of the department vehicles.

REQUIRED ATTRIBUTES	
Knowledge	● Basic knowledge of the Highway code and the Road Traffic Regulation of Act 1991, Traffic Management Act 2004 and other relevant legislation ● Good knowledge of the Thanet area.
Skills	● Basic computer skills and know-how ● Excellent Customer Service and Communication
Experience	● Experience of enforcement work ● Flexible regarding working hours and experience of shift work ● Experience of conflict Management
Qualifications	● Willingness to gain qualifications in parking regulations, if not already held. ● Full Clean driving license essential ● To be standard DBS checked.
JOB DIMENSIONS	
Annual budgetary amounts	Indirectly all parking income £2m +
Number of staff reporting to the job holder	None
Any other relevant statistics	N/A

NATURE OF CONTACTS	
Internal	Community Services Waste & Recycling Streetscene Enforcement CCTV
External	Kent Police Kent Fire & Rescue DVLA Local Businesses

WORKING ENVIRONMENT CONTEXT .
● Able to walk long distances whilst patrolling the parking restrictions. ● Working evening shifts. ● Required to work in all weather conditions.