SOUTH KESTEVEN DISTRICT COUNCIL

Job Description

Job title	Car Parking Enforcement Officer	Hours	37 hours *This role will be a rotating shift pattern to ensure coverage for a 6 day service between 8am – 6pm. Working outside of these hours may also be required from time to time.*
Department	Corporate Facilities, Property and ICT	Salary	SK7 (£27,459 per annum)
Location	District-wide	Contract	Permanent

Main Job Purpose

South Kesteven District Council provides car parks in the market towns of Grantham, Stamford, Bourne and Market Deeping and at various Council sites across the district.

Car Parking Enforcement Officers play a key role in engaging face to face with the public, giving advice when necessary and issuing Penalty Charge Notices for parking contraventions in Council owned car parks.

This position will mainly be based outdoors.

This role is not politically restricted.

Main Statement of Responsibilities

To provide a visible, proactive uniformed presence via routine foot patrols in Council owned car parks.

To issue penalty charge notices for infringements in Council owned car parks.

To provide information and assist the public when required.

To undertake, at point of initial contact, a basic risk assessment, where relevant, to identify risks and vulnerabilities and to act on this accordingly.

Maintain all necessary electronic and paper records to enable the preparation and submission of reports.

Ensure all work is in accordance with relevant legislation, guidance, policies and procedures.

Operate and upload body camera footage and maintain equipment.

To adhere to health and safety legislation including locally agreed procedures.

To provide assistance to colleagues when required.

To wear personal protective equipment as required.

To undertake any relevant training/instruction to carry out the above duties.

SOUTH KESTEVEN DISTRICT COUNCIL

Core values

Our vision is to "be the best district in which to live, work, and visit." To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident's trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



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Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Ability to defuse difficult situations professionally.
- Good observational and organisation skills with excellent attention to detail.
- Experience of lone working.
- Able to work on their own outside for long periods.
- Capable of undertaking the physical requirements of the role.
- Calm demeanour.
- Self-motivated and ability to work under pressure.
- Willing to work outdoors in all weathers.

Desirable

- Experience of working in an enforcement role.
- Knowledge of car parking legislation and associated car parking order
- Experience of working with a radio system.
- Working face to face with the public.
- Knowledge of the local geographical area

Relevant Qualifications

Essential

- Current full driving licence.

Communication and Interpersonal Skills

Essential

- Ability to deal with difficult customers in a calm and assertive manner.
- Clear verbal and oral communication using straightforward language.