Isle of Anglesey County Council

Job description / Person specification

Part A

Job title: Civil Enforcement Officer (Parking)

Post number:

Service / Section: Highways, Waste and Property Service - Parking

Grade: 2

Overall job purpose

To facilitate the smooth and efficient operation of the Council's parking service in accordance with the Traffic Management Act (TMA 04) and subsequent Acts, providing an effective service of parking enforcement to minimise illegal parking and improve road safety through the issue of Penalty Charge Notices (PCNs).

General: *To comply with the local authority's Corporate Safeguarding Policy and the safeguarding duties and responsibilities which that policy places on every employee, aligning with the core values of the Authority which includes supporting children, adults who may be at risk and their families to keep them safe and healthy.*

In accordance with the Local Authority's Corporate Safeguarding Policy and the Social Care Wales Safeguarding Framework, this role requires the postholder to complete safeguarding training at the appropriate level. All employees must complete ***Group A*** *(mandatory e-learning). In addition, the post holder will need to ensure that they comply with the requirements of the below level of training in accordance to the Safeguarding Training Framework.*

Group B ☐
Group C ☐
Group D ☐
Group E ☐
Group F ☐

For guidance on above Safeguarding levels, visit: https://socialcare.wales/resources-guidance/safeguarding-list/national-safeguarding-training-learning-and-development-standards

Main duties / responsibilities

1. Contribute effectively to the Council's traffic management strategy by enforcing on and off-street waiting/parking regulations in accordance with the TMA 04, subsequent Acts and relevant policies and procedures.

2. To carry out patrols of on and off-street parking, either individually or as part of a team. Patrols will be on foot but may also require the use of vehicles.

3. Issue PCNs using handheld computer terminals, in accordance with instructions, procedures and relevant Traffic Regulation Orders currently in operation, to ensure compliance with parking restrictions.

4. Ensure enforcement of parking restrictions are undertaken consistently, firmly and fairly across the Island in order to improve compliance and road safety.

5. Conscientiously and consistently complete accurate pocket book and on street log entries supported by photographic evidence of each PCN issued and other related incidents. Ensure that all pocket book, on street log entries and photographs are of a high standard and meet the required criteria for presenting a case before an adjudicator.

6. Check that parking signs, lines and notices are present and accurate and that PCNs issued comply with the relevant signage. Report to line manager any inaccurate, damage or missing signs and lines.

7. Assist with maintaining the Authority's pay and display machines, including checking ticket levels, replenishing tickets, carry out minor repairs and reporting faults to the line manager.

8. In co-operation with line manager, develop and amend parking patrols and beats in order to ensure effective targeted enforcement to deal with parking issues and road safety matters.

9. Ensure that all health and safety procedures are complied with and report on any defects within the car parks or on street to the line manager.

10. Respond to enquiries from and provide assistance to the public. Where necessary, advise on the Authority's policy and procedures regarding parking and give guidance on how to submit representations/appeals against an issued PCN.

11. Monitor illegal activities reported, ensuring that any information received is directed to the appropriate person/department. Report any suspected abandoned vehicles to line manager.

12. Provide feedback to the line manager as to the effectiveness of existing parking restrictions and suggest amendments or other improvement measures.

13. To personally maintain a presentable and professional appearance. It is a requirement of the role that the uniform issued is worn and epaulettes displayed at all times whilst on duty / patrolling, and that uniform is clean and tidy.

14. If provided, wear a body worn camera device as a part of the uniform to capture any threatening or violent behaviour and to download daily and to report any incident to the line manager.

15. Take responsibly for the safekeeping, care and maintenance of equipment issued on a personal basis, including handheld computers, camera, communication equipment and Council vehicles.

16. Support the effective overall operation of the Highways service by undertaking any other reasonable corresponding duties, which are commensurate with salary level and the responsibility level of the post.

17. To work in accordance with the Authority's policies and safe working practices, as directed.

Person specification

Education and training **The minimum educational requirements / Professional or vocational qualifications for this post:**	**Essential (E)** **Desirable (D)**
1. Numeracy and literacy skills.	E
2. 3 GCSEs or equivalent	E

Any specific training required for the post including certification:	**Essential (E)** **Desirable (D)**
1. A commitment to work towards a NVQ Level 2 Certificate for Civil Enforcement Officer (Parking) and achieve the qualification within 12 months of commencement of employment.	E
2. NVQ Level 2 qualification in Civil Parking Enforcement	D

Key competence requirements **Job related knowledge:**	**Essential (E)** **Desirable (D)**
1. Experience of working with/dealing with the public.	E
2. Experience of undertaking traffic enforcement duties or other enforcement functions.	D

Specific skills:	Essential (E) Desirable (D)
1. Legible handwriting	E
2. Attention to detail and accurate note taking.	E
3. Ability to use and carry hand held computer terminals and printers	E
4. Must have a practical approach and be able to carry out work programmes.	E
5. Ability to understand, interpret and enforce legislation commensurate with the duties of the post.	E
6. Good communication skills to deal with enquiries from and give advice to members of the public.	E
7. Experience in dealing with awkward customers.	D

Position in the organisation

Reports to: Senior Technician - Parking

Staff supervised: 0

Working arrangements and conditions

Working week: Any 5 days out of 7. Monday to Sunday

Identified work base: Anglesey

Contracted hours: 37 hours

Language requirements

Welsh language skills (please see the skills framework attached)

Skill	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
Listening (Tick one)	☐	☐	☒	☐	☐	☐
Reading (Tick one)	☐	☐	☒	☐	☐	☐
Speaking (Tick one)	☐	☐	☒	☐	☐	☐
Writing (Tick one)	☐	☐	☒	☐	☐	☐

English language skills (please see the skills framework attached)

Skill	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
Listening (Tick one)	☐	☐	☐	☐	☒	☐
Reading (Tick one)	☐	☐	☐	☐	☒	☐
Speaking (Tick one)	☐	☐	☐	☐	☒	☐
Writing (Tick one)	☐	☐	☐	☐	☒	☐

Flexibility

Your attention is drawn to the fact that in some cases particular duties and responsibilities are difficult to define and may vary from time to time without changing the general character of the duties and level of responsibilities entailed. In addition, it is a requirement of all employees that they accept elements of flexibility in duties and responsibilities and when necessary, interchange within the organisation which will meet the changing needs and demands of the service. Such a requirement will enable the particular expertise of the post-holder to be developed and maximised to the mutual benefit of both employer and employee.

Date of preparation of this job description document 12 May 2026

Part B

Part A and Part B need to be completed fully for job evaluation assessment

Further knowledge, skills and competencies required for job evaluation assessment (can also be assessed during interview):

- An effective team player with an enthusiastic, committed and dedicated approach.
- Must demonstrate self-motivational and good organisational skills.
- Able to work alone anywhere on the Island.
- Excellent time keeping.
- Competent and resilient to patrol and enforce parking restrictions whilst potentially being confronted by difficult issues and/or people in stressful situations.
- Ability to follow instructions and procedures fully when directed.
- Must demonstrate a high degree of honesty, integrity and a commitment to maintaining confidentiality.
- Mature outlook and a pleasant, helpful, approachable but assertive manner, and an ability to remain calm and diplomatic under pressure.
- Willingness to undertake further training, as required.
- Valid driving licence.
- Able to work outside in all weathers.

Financial resources

Level: N/A

Indicative value: N/A

Physical resources

Description	Value
Land and buildings – Number/area	£None
Plant/Vehicles/Equipment – Number	£10k
Information systems – Number/volume	£

Delegation

None

Demands within the job

Element	Demands
Physical demands:	• The role involves a significant amount of walking.

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Element	Demands
	• Some manual handling such as moving equipment There is an expectation that patrols continue despite inclement weather conditions.
Mental demands:	• Alertness and attention to detail are important requirements for this post, especially in ensuring that any PCNs are correctly issued and accompanying notes are accurately taken. • Understanding the importance of confidentiality and discretion. • The need to show constant professionalism. A need to take ownership of tasks and work with minimal supervision.
Emotional demands:	• There is a very strong likelihood of verbal abuse from motorists and the public whilst issuing PCNs or patrolling streets and car parks.

Normal work location

- ☐ Normally office based
- ☐ Office based but with some site/home/meeting visits
- ☒ Role involves substantial travelling with occasional visits to identified work base

Business travel

- ☐ No business travel
- ☐ Some business travel. Postholder may be called upon to provide own vehicle
- ☒ Some business travel. Council vehicle may be provided to postholder
- ☐ Postholder employed as driver/required to operate specialist machinery

Exposure to disagreeable working conditions

Environmental:

- ☐ Minimal/Normal office environment
- ☒ Some
- ☐ Significant

Aggressive/Difficult clients:

- ☐ Minimal
- ☐ Some
- ☒ Significant

Other conditions

DBS check required:

- ☐ Enhanced
- ☒ Standard
- ☐ Not applicable

Work flexibilities/Restrictions

Politically restricted post:

- ☐ Yes
- ☒ No

Home/Mobile phone provided:

- ☒ Yes
- ☐ No

Protective clothing provided:

- ☒ Yes
- ☐ No

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Language skills – Workplace assessment levels

(i) Listening

Level	Definition
0	No skills
1	Able to understand basic enquiries in Welsh /English
2	Able to understand a basic social conversation in Welsh / English
3	Able to follow routine conversations involving work between fluent Welsh / English speakers
4	Able to follow the majority of conversations involving work including group discussions
5	Able to understand all conversations involving work

(ii) Reading

Level	Definition
0	No skills
1	Able to read basic words and phrases, e.g. signs or short and simple notes
2	Able to read basic material involving work (slowly)
3	Able to read routine material with a dictionary
4	Able to read the majority of material in own area
5	Able to understand all material involving work

(iii) Speaking

Level	Definition
0	No skills
1	Able to conduct a general conversation [greetings, names, saying, placenames]
2	Able to answer simple enquiries involving work
3	Able to converse with someone else, with some hesitancy, regarding routine work issues
4	Able to speak the language in the majority of situations using some Welsh / English words
5	Fluent – able to conduct a conversation and answer questions, for an extended period of time where necessary

(iv) Writing

Level	Definition
0	No skills
1	Able to write basic messages
2	Able to answer simple correspondence with assistance
3	Able to draft routine text, with editing assistance
4	Able to prepare the majority of written material related to the area, with some assistance in terms of revision
5	Skilled – able to compete written work without the need for revision

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