Job Description

POST IDENTIFICATION

Post Title	Senior Civil Enforcement Officer				
Grade	Grade 6	**Job Evaluation ID:**	2806C	**Date Evaluated/Reviewed**	27/02/2025

Service Area	City Services				
Service Team	Highways and Engineering				
Responsible to	Senior Technical Officer and Parking Services and Civil Parking Enforcement Manager				
Areas of Responsibility	Civil Parking Enforcement Team				
Number of staff responsible for	10-20	**Political Restricted Role** *(refer to special conditions section)*	No	**DBS Required**	Yes
Job Evaluation Proforma (to be completed by a manager only when creating a new job or amending an existing role)					

JOB PURPOSE

Support the Senior Technical Officer in the operational delivery of the Civil Parking Enforcement (CPE) function across the City ensuring the Council discharges its statutory duties in an effective, efficient and expansive manner whilst maintaining and developing the highest service standards through strong supervision of the staff team.

KEY RESULT AREAS

1. To be responsible for the supervision of CPE services as required by the Parking Services Management. Be a primary point of contact providing technical advice on operational parking matters throughout the City, in accordance with enforcement legislation, financial and service targets set for the team.

2. Assist management in developing the delivery of the service, in line the service area plan, ensuring all stakeholder and corporate objectives are met.

3. To carry out foot patrols to enforce the on-street Traffic Regulation Orders implemented throughout the City of Newport, issuing and recording Penalty Charge Notices (PCNs) in accordance with the Council's Parking Enforcement Policy. Liaising with local police regarding illegal parking, special events etc.

4. Undertake enforcement of legislation relating to parking contraventions within the Council's off street car parks as defined by Newport City Council's Regulation of Off Street Car Park Order 2019 and any subsequent variations. To represent the Authority at adjudication hearings as necessary.

5. **To supervise staff in both CPE and Car Parking areas**, working with them to achieve service objectives, ensuring enforcement of the relevant statutory regulations around parking and enforcement, whilst identifying any training and development needs of the team. Monitoring staff performance using Imperial.

6. **Supervising both CPE and car Parking Teams**, implementing the Councils HR practices and policies including the monitoring and control of management of attendance and performance, identifying problems and initiate appropriate corrective action, in order to achieve maximum performance and agreed objectives.

7. To monitor enforcement standards, including the accuracy of the PCNs issued, to ensure compliance to the agreed procedures, and to the Parking Team quality procedures.

8. To work with the Senior Technical Officer/Team Manager in the planning of the service ensuring resources are optimised and effective.

9. To ensure compliance with all financial and administrative procedures ensuring that all paperwork is accurately completed to agreed timescales and sensitive data is securely stored in agreement with working practices statutory obligations.

10. To ensure that all work undertaken complies with the relevant Codes of Practice, and is in accordance with Council and Statutory requirements.

11. To actively investigate complaints or queries into the service. Dealing with them in a speedy and professional manner ensuring the Senior Technical Officer is made aware.

12. To provide regular, timely and accurate reports to managers and other stakeholders of the service as required.

13. To ensure the security and effective maintenance of stock levels of materials, all equipment and vehicles.

14. To lead in the production of risk assessments and safe systems of work for all activities undertaken by **both Civil Parking Enforcement and Car Park Teams.**

15. To gather the correct evidence for hearings as required. This consists of uploading Traffic Regulation Order maps and preparing witness statements.

16. Investigating contravention queries by using the Traffic Regulation Orders and GIS systems

17. To carry out and deliver health and safety duties including accident investigations within the area of responsibility, maintaining health, safety and welfare of employees and members of the public ensuring that employees are trained in, and adhere to safe working practices and environmental procedures. Monitor and undertake risk assessments and COSHH assessments in accordance with Health and Safety regulations, maintaining adequate records.

18. **To ensure the efficient operation and high standards of presentation of multi-storey and surface car parks by effective supervision, inspections of sites, signs and equipment. Servicing/maintenance of pay machines, lifts, including ticket replenishment and cash float reconciliation. Controlling traffic management to maintain efficient and safe access and egress to facilities and monitoring CCTV.**

19. **Ensuring security procedures relating to the public, staff, cash equipment, cars and premises are followed at all time, including closing down procedures.**

20. Dealing with the enquiries and complaints from members of the public and where appropriate investigating and formulating reports to escalate such enquiries to management/PR for conclusion.

21. To undertake any other duties commensurate with the general level of responsibility of the post and deputise for the Parking Services management in their absence.

This job description sets out the main result areas of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION		
	ESSENTIAL	DESIRABLE
Qualifications	• Either hold or gain (during first three months of employment) Level 2 Award for Parking Enforcement Officers. • Qualification or equivalent experience in supervision of patrolling/ inspection staff. • Good standard of Education, GCSE equivalent as a minimum. • Hold a current, full, UK driving licence.	• Supervision / Management qualification. • Conflict resolution qualification. • Health and Safety qualification. • Premises Management qualification • IOSH Managing safely qualification • Supervisory qualification • Traffic Management qualification

This job description sets out the main result areas of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION		
	ESSENTIAL	DESIRABLE
Knowledge	• Knowledge of Parking Services or similar patrol/enforcement roles. • Knowledge of legislation relating to on-street parking contraventions as defined by the Traffic Management Act 2004. • Knowledge of legislation relating to parking contraventions within the Council's off street car parks as defined by Newport City Council's Regulation of Off Street Car Park Order 2019 and any subsequent variations. • Knowledge of computer systems and electronic information systems. • Knowledge and awareness of health and safety considerations, particularly in relation to risk assessments and safe systems of work. • Knowledge of techniques for delivering high levels of customer care.	• Strong knowledge of Newport City Area.
Experience	• Significant experience of leading a team of frontline-based staff. • Experience of using IT equipment and smartphones. • Experience dealing with potentially confrontational situations in a public environment. • Experience in record keeping.	• Evidence of Civil Parking Enforcement experience.
Aptitude & Skills	• Empowers staff by delegating and supporting staff to take initiative. • Identifies and makes the best use of the skills (including literacy and numeracy skills), knowledge and strengths of the team (Performance Review / supervision / etc). • Confident in sharing information and resources and knows what information can be legally and appropriately shared. • Makes communications clear, articulate and easy to understand. • Listens to others, is receptive and actively checks they've understood instruction. • Understands and embraces the need for change in order to respond effectively to future challenges.	• Ability to communicate in Welsh or other local community languages. • Demonstrates negotiating / mediation skills.

	• Ensures that staff understand how their role actively contributes to delivering the parking strategy. • Utilises existing resources effectively and positively (Workforce Planning). • Demonstrates a good understanding of the political process within the Council. • Strong organisational and administrative skills. • High standard of written and verbal communication including report writing and presentation skills • Able to communicate effectively to stakeholders, colleagues and contractors. • Able to work under own initiative managing own workload and that of others in the service unit. • Able to act decisively in sometimes demanding environments.	

EXPECTED BEHAVIOURS & VALUES

Manage the performance of people. Carry out 1-2-1s, My Reviews, the first stages of HR policies and develop people. Recognise respect and reward people's contribution valuing difference.

Recognise and use best practice to solve problems. Take initiative to suggest improvements, sharing this constructively.

Communicate openly, being straightforward with people to generate trust and confidence.

Use initiative to follow procedures to make appropriate decisions. Give feedback where these can be improved.

Honestly reflect on my personal style and its impact on others and develop my skills so I can adapt my style as appropriate.

Equal Opportunities

Equal Opportunities	Understand and demonstrate a willingness to promote positively the Strategic Equality Plan of Newport City Council

Welsh Language Requirements

The Authority is committed to delivering an equally high quality service in Welsh and English and will support staff in providing this. All posts have to be assessed in respect of the Welsh Language requirements and will either be Welsh Essential or Welsh Desirable.

Welsh requirements for this post (see Welsh Language Skills Assessment for skill levels)

Welsh Language Skills		Desirable			
Listening / Speaking Skills	1	Writing Skills	0	Reading / Understanding Skills	0

Special Conditions	
Disclosure & Barring Service Disclosures	This post will result in you having substantial contact with children, the elderly, sick or disabled. The Authority, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those which would normally be regarded as spent. You must complete the relevant section on the application form – your application will be returned if this section is incomplete. If successful in your application you will subject to a Disclosure and Barring Service Disclosure. Further information about Disclosure and Barring Service Disclosures and the Council's approach to recruiting ex-offenders should follow the application form, if not contact the person named in the advertisement
Politically Restricted	Not Applicable
Other (including physical demands and working conditions)	The postholder will be required to represent the service at neighbourhood ward/ stakeholder meetings when required. Physically fit and mobile - able to carry out foot patrols. Able to work outside in all weathers. Able to work at weekends, shift patterns and attend occasional evening meetings. Ensure you and staff are well presented and wear the approved uniform at all time when on patrol

Training
Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professional Development.

To find out more about working for Newport City Council, visit www.newport.gov.uk or click here