# Job Description

## POST IDENTIFICATION

| | | | | | |
|---|---|---|---|---|---|
| **Post Title** | Civil Enforcement Officer | | | | |
| **Grade** | 5 | **Job Evaluation ID:** | 2807c | **Date Evaluated/Reviewed** | April 2023 |

| | | | | | |
|---|---|---|---|---|---|
| **Service Area** | City Services | | | | |
| **Service Team** | Parking Services | | | | |
| **Responsible to** | Senior Civil Enforcement Officer and Senior Technical Officer | | | | |
| **Areas of Responsibility** | Civil Parking Enforcement, Anti-Social Behaviour – dogs and fouling, Environmental Enforcement | | | | |
| **Number of staff responsible for** | None | **Political Restricted Role** *(refer to special conditions section)* | No | **DBS Required** | No |
| Job Evaluation Proforma (to be completed by a manager only when creating a new job or amending an existing role) | | | | | |

## JOB PURPOSE

**Under the direction of the Senior Technical Officer and in accordance with statutory legislation and Council policies and procedures, carry out enforcement in terms of fixed penalty notices, including both on and off street parking enforcement and operations, enforcement of byelaws and Anti-Social Behaviour activity; such as dog control and fouling, and issue notices under the Environmental legislation.**

## KEY RESULT AREAS

1. To enforce all relevant Acts of Parliament and any other regulations relating to Parking enforcement as assigned during and outside normal operating hours of work.
2. To carry out foot patrols to enforce the on-street Traffic Regulation Orders implemented throughout the city of Newport.
3. To issue and record Penalty Charge Notices (PCNs) in accordance with the Council's Parking Enforcement Policy including the use of smartphones and wireless printers.
4. To carry out foot patrols to enforce the off-street (Pay and Display/Pay by Foot) car parking areas within the City of Newport, issuing and recording Penalty Charge Notices (PCNs).
5. To record and report abandoned vehicles observed in the course of duty.
6. To maintain a record of actions undertaken during the course of duty, this may be by pocket notebook, or by equivalent electronic method which may require downloading at the end of each shift.
7. To investigate complaints and incidents as assigned, and to provide supporting information to the parking services office to deal with challenges, representations and appeals from the public in respect of issued PCNs.
8. To check the condition of signing and lining of on-street traffic regulation orders. Report defects to the Parking Services Office
9. To assist the public and car park patrons in a courteous and efficient manner, answering queries and supplying Information as required.
10. To be familiar with the appropriate Off-Street Parking Places Order(s) for the area being worked and complete witness statements and attend court in connection with the enforcement as required.
11. To participate in and proactively develop partnership working with Gwent Police local neighbourhood policing teams to help combat parking issues throughout the City

12. To be responsible when issued for the safe driving and operation of a Council vehicle at all times whilst driving between areas, including the undertaking of daily vehicle checks.

13. To assist with specific projects in line with service objectives.

14. To participate in public events to promote the service and its objectives.

15. Be responsible for health and safety in accordance with council policies and risk assessments

16. To be responsible for the safe keeping of all electronic equipment provided ensuring it is charged and ready for use. Report any faults to the Senior Civil Enforcement Officer.

17. Abide by the authority's policy on data protection and adhere to General Data Protection Regulations

18. To assist with the promotion of responsible approach to parking practices through advice, persuasion and education about parking laws and regulations.

19. To support with the maintenance of Council car parks as directed, including reporting hazards and defects, minor car park machine maintenance, replacing of tickets, liaising with external contractors if so required. Ensuring premises management processes and procedures are adhered to.

20. To lock and unlock car parks ensuring at the end of the working day correct procedures are maintained in respect of securing the kiosk and associated equipment. Reconciling cash receipts and maintaining records, securing the lifts and other such tasks as may be necessary at the close of the working day.

21. Within car parks carry out Traffic Management measures to ensure safe and controlled use of car parks by appropriate signing, coning and marshalling. Controlling traffic within the car parks in high usage events to ensure optimum traffic flows.

22. To enforce byelaws, other relevant Anti-Social Behaviour legislation, and control of dogs and dog fouling legislation under guidance.

23. To be authorised to issue 'Fixed Penalty' Notices under Environmental Legislation enforced by the Council and issue fixed penalty notices where appropriate.

24. To undertake such other duties commensurate with the grade in accordance with the purpose and accountabilities of the post.

*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** | • Literacy skills equivalent to GCSE standard<br>• Either hold or gain (during first month of employment) Level 2 Award for Parking Enforcement Officers.<br>• Hold a current, full, UK driving licence | • Conflict resolution qualification<br>• Health and Safety qualification<br>• |
| **Knowledge** | • Knowledge and awareness of health and safety considerations, particularly in relation to risk assessments and safe systems of work.<br>• Knowledge of techniques for delivering high levels of customer care | • Knowledge of legislation relating to on-street parking contraventions as defined by the Traffic Management Act 2004<br>• 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<br>• Order 2019 and any subsequent variations.<br>• Good knowledge of Newport City Area<br>• Knowledge and experience in car parking enforcement |
| **Experience** | • Experience working in a team<br>• Experience of using IT equipment and smartphones<br>• Experience in record keeping<br>• Experience dealing with potentially confrontational situations in a public environment | • Previous experience of similar duties around parking or patrolling would be an advantage. |
| **Aptitude & Skills** | • Approachable, making communications clear and easy to understand.<br>• Listens to others, is receptive and actively checks they've understood instruction.<br>• Understands and embraces the need for change in order to respond effectively to future challenges.<br>• Ability to stay calm in a crisis, to calm others and defuse situations.<br>• Utilises existing resources effectively and positively.<br>• Organised and efficient and able to work to deadlines<br>• Works well with the minimum of supervision as well as a member of a team<br>• Assumes a high degree of responsibility for own tasks and actions<br>• Always has a high standard of appearance and wears the uniform provided at all times<br>• Ability and enjoyment of working outdoors, irrespective of weather conditions | • Ability to communicate in Welsh or other local community languages<br>• Demonstrates fundamental understanding of the political process within the Council.<br>• Demonstrates negotiating / mediation skills<br>• Understands how the role actively contributes to delivering the parking strategy for the city |

## EXPECTED BEHAVIOURS & VALUES

Encourage and support others as part of a team. Give guidance and advice to others. Grow positive working relationships.

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.

Follow procedures and rules. 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 | 1 | Reading / Understanding Skills | 1 |

## Special Conditions

| | |
|---|---|
| **Disclosure & Barring Service Disclosures** | Not Applicable |
| **Politically Restricted** | Not Applicable |
| **Other (including physical demands and working conditions)** | Shift/ weekend working will be a requirement of the post.<br>Deployment at public events to manage on/ off street parking will be required on occasions, including evenings<br>Physically fit and mobile - able to carry out foot patrols.<br>Able to work outside in all weathers.<br>Able to attend occasional evening meetings. |

## 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**