

Job Title	Civil Enforcement Officer
Job Family	Local Area Services
Service Area	Service Delivery
Band	3
Job Reference	

Reporting to:	Responsible for:
Civil Enforcement Officer will report to the Team Leader	Not applicable

Team Purpose

The Local Area Services teams will focus on providing community based services dealing with customer, community and business needs as they arise and resolving these on initial contact as far as possible or referring to other teams. Officers will be professional and proactive in their areas, identifying and pre-empting issues and acting as ambassadors for the council, building and maintaining good community relations.

Role Purpose

Civil Enforcement Officers:

Will provide professional and efficient parking enforcement duties in accordance with statutory provisions and regulations. Carry out patrols of the car parks and streets within the council boundary reporting issues and taking a proactive and customer focused approach at all times.

Key Accountabilities

- Undertake regular patrols of car parks and streets in a safe and courteous manner
- Issue Penalty Notices in accordance with parking regulations
- Inspect and enforce Disabled parking provision
- Report any areas of damage or vandalism to buildings, signs or lines within the car parks, streets and other areas around the borough to the team leader
- Ensure all enquiries from the public are dealt with in a positive and courteous manner at all times
- Report any action of criminal activity to the Police
- Maintain good community relations and act in the best interests of the council at all times.
- Carry out duties in a safe and proper manner both for yourself and for the wellbeing of others
- Inform motorists of parking facilities available to them in the Town Centre or elsewhere
- Ensure lifts in Multi Storey Car Parks are working at all times in a safe manner
- Keep Parking fleet vehicles in a clean and tidy condition and carry out daily maintenance checks
- Carry out first line maintenance of Ticket Machines, to include battery changes, cleaning, clearing ticket and coin jams, changing ticket rolls as well as ensuring ticket machines are showing accurate date/time

Key Objectives

Working with customers	Develop and maintain relationships with both internal and external customers, interacting through multiple channels. Promote the benefits of digital and self-service channels to residents.
Working towards the Corporate Plan	Responsible for delivery of agreed objectives and services associated with the Corporate Plan.
Knowledge of services	Good understanding of the full range of parking and civil enforcement matters.
Using systems effectively	Good IT skills and ability to learn new systems quickly.

Specific Tasks

Civil Enforcement	Working efficiently, professionally, paying attention to detail and following procedures when resolving issues.
Team work and working with others	Support, inform and guide customers in traffic management regulations and build understanding and confidence. Work collaboratively with colleagues to improve services and participate project teams.
Enquiries, reports and service requests	Manage civil enforcement matters promptly and effectively, establishing the nature of the penalty and then taking action where appropriate. Knowing when to consult with or pass cases over to Specialists.
Processing and administration	Able to identify and develop opportunities to improve processes or procedure which increase customer service standards or enabling; working on cases that require problem solving with residents/customers. Access and accurately update all relevant information systems, both customer and back office, ensuring that data is updated and maintained through verification, and validation, and in accordance with Data Protection principles.
Strategy and policy	Provide input into corporate strategy, policy and programmes as required (progression & higher level)
Performance	Working towards achieving the KPIs set by the Local Operations Manager.

Qualifications

Civil Enforcement Officer

Good standard of education with a minimum of 5 GCSEs or equivalent experience.
 Educated to NVQ level 3 / A Level standard or equivalent – desirable

Knowledge, Skills and Experience

Civil Enforcement Officer

Good experience in a customer facing role, excellent inter-personal skills and a proven ability to deal effectively with customers and remain calm in contentious and difficult situations. Proven ability to quickly learn new systems, follow procedures and processes and maintain accurate records. An understanding of statutory and regulatory requirements and ability to enforce these when required. A clear understanding of health and safety procedures.

Signed (Job Holder):		Date:
Signed (Service Lead):		Date:

Behaviours Framework

Central to the delivery of the role are the Council's values and behaviours and all employees are expected to work within the Council's Core Behaviours Framework. These are shared by all employees and applied to everything we do. The points for each behaviour are shown below:

Generic Staff Behaviours	Definition
Adaptability & Flexibility	Respond positively to change and adapt own behaviour or work practices when there is a change in the work environment.
Customer Service	Demonstrating an understanding that customers and customer satisfaction are the foundations of the organisations success.
Communication	The ability to communicate well through a variety of communication methods.
Personal Improvement (own learning & development)	The ability to see where personal improvements can be made, and the willingness to undertake development opportunities to achieve them.
Taking Responsibility and Achieving Results	The ability and willingness to focus on achieving individual and organisational goals.
Working with Others	The willingness to act as part of a team and work towards achieving organisational goals and outcomes.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the post holder.

This job description will be subject to review and the Council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with Health and Safety Policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.