

CIVIL ENFORCEMENT OFFICER



Role Profile

Title	Civil Enforcement Officer	
Grade	GRADE D	
Reference:	N504	
Reports to:	Civil Enforcement Supervisor	
Work style Definition	Mobile worker	
Job Type:	Customer Facing Worker	
Primary purpose of role	<p>To enforce traffic regulations in accordance with the Traffic Management Act 2004.</p> <p>To support customers in the use of car park payment systems, undertake routine maintenance, fault finding, first line repairs and reporting of complex defects, to ensure systems remain operational.</p> <p>To act as an ambassador of Plymouth City Council through provision of courteous help and advice to customers and assist in ensuring car parks clean and safe.</p>	
Key accountabilities and key measures	<p>Role outcomes</p> <ul style="list-style-type: none"> ▪ To undertake on and off-street decriminalised parking enforcement in accordance with the Traffic Management Act 2004, Codes of Practice, Council policy and procedures (45%) ▪ Undertake and record car park inspections and cleaning activities, as required or directed by Civil Enforcement Supervisors, in order to maintain high environmental standards within car parks (10%) ▪ Provide help and advice to the public and be an ambassador for the council as part of a high profile uniformed public service providing customers with courteous help and advice (10%) ▪ To undertake first line maintenance and simple repairs, as trained and in 	<p>Role measures</p> <ul style="list-style-type: none"> ▪ Reduction in complaints and improved department reputation ▪ Increase customer satisfaction through reduced complaints and increased compliments ▪ Reduced pay on foot system faults and downtime ▪ High environmental standards within all car parks ▪ Increased income through the promotion of all ticket options ▪ Low levels of PCN cancelled due to Civil Enforcement Officer error ▪ Improve the effectiveness of enforcement through low levels of cancellations and appeals through ensuring accurate and complete records

	<p>accordance with service procedures (10%)</p> <ul style="list-style-type: none"> ▪ The placement of clear information and directional signage in car parks (5%) ▪ The accurate and concise completion of records and correct use of hand held computers (5%) ▪ To report any issues or faults with payment machines/systems, lines, signs and road markings, health and safety hazards, environmental street issues observed in public access areas whilst on patrol. (5%) ▪ Undertake training and refresher training as required and which is linked to the duties and responsibilities of the role. (5%) ▪ The use of utilise body worn surveillance in accordance with policy and procedures in order to help promote a safe working environment, assist in, and reduce, situations of conflict (5%). 	<ul style="list-style-type: none"> ▪ Number of defects, environmental and safety issues reported ▪ Reduction in reported H&S incidents and the reduction in related staff absence ▪ Staff survey results evidence that staff have an improved morale and increased satisfaction.
Key activities	<ul style="list-style-type: none"> ▪ To undertake On Street and Off Street decriminalised parking enforcement in accordance with the Traffic Management Act 2004, Codes of Practice, Council policy and procedures; including the issuing of Penalty Charge Notices and automated (unattended) enforcement through the driving of fleet vehicles, including the road safety CCTV car (adapted) vehicle. This requires standing and walking for significant periods of time whilst on patrol (60%) ▪ Operate the car park access system (pay on foot system) to include barrier control, provide customer access cards, monitor the system for faults and warnings, undertake low level planned maintenance, reporting any unresolved or technical issues in accordance with service policy and procedures (All training provided) (10%) ▪ To deal with customer enquiries, either face to face or via intercoms, ensuring customer enquiries are handled in accordance set procedures and policy, ensuring all unresolved enquiries are reported to Civil Enforcement Supervisors (5%) ▪ To carry out regular inspections of all car parks, as directed by the Civil Enforcement Supervisors, maintaining accurate records relating to the operational status of equipment and payment systems, lighting, signage, directional markings and any environmental issues; ensuring the areas remain 	

	<p>clean and safe to the public at all times. To report any defects or issues in accordance with service standards and procedures. (5%)</p> <ul style="list-style-type: none"> ▪ To immediately report to the Civil Enforcement Supervisor any hazardous, biological waste or any such issue presenting a hazard to the public or staff, taking appropriate safe actions as to ensure the safety of the public and staff at all times. (5%) ▪ To carry out cleaning and maintenance routines as detailed by the Civil Enforcement Supervisor and/or set out in work schedules ensuring high environmental standards at all times, including replacement of defective lamps, refit signs, clean signage, paint fixtures, fitting and buildings, remove litter (not hazardous or biological waste), mopping up spills/puddles/slip hazards and wipe down equipment and fixtures (all training and equipment provided) (5%) ▪ To safely cone off sections of highway and / or parking bays and assist with the installation or removal of parking area signs and notices, including the placement of 'No Waiting' cones or signage as directed by the Civil Enforcement Supervisor (5%) ▪ Collection of information, both written and photographic, as directed by the Civil Enforcement Supervisor to support the Parking Operations team manage appeals and customer enquiries. (5%) ▪ Undertake other duties appropriate to the grade of the post
<p>Essential qualifications/ knowledge</p>	<ul style="list-style-type: none"> ▪ 2 GCSEs (Grade 4-9) in English and Mathematics, or equivalent qualifications, which demonstrates a standard literacy and numeracy commensurate with the role ▪ Awareness of the Traffic Management Act and Road Traffic Act ▪ Knowledge of pay on foot or similar parking machines (<i>if not held training will be provided within 2 month of appointment and must be attained within 6 months of appointment</i>) ▪ Knowledge of ICT systems (Word, Outlook Excel etc.) ▪ Chapter 8 'Safe Sign Placement – non-works' (<i>if not held training will be provided within 2 month of appointment and must be attained within 6 months of appointment</i>) ▪ Full driving licence
<p>Desirable qualifications/ knowledge</p>	<ul style="list-style-type: none"> ▪ British Institute of Cleaning Standards qualification ▪ Use of, or knowledge of, handheld devices / computers ▪ NVQ 2 or similar qualification in customer services ▪ Risk Assessment Trained (PCC) within 6 months ▪ NVQ or Waste Management Industry Training Board (WAMITAB) qualification in Parking Enforcement level 2 ▪ Knowledge of the local area ▪ Knowledge of ticket or similar machines
<p>Essential</p>	<ul style="list-style-type: none"> ▪ Demonstrable experience of working in a customer focussed environment

experience	<p>with proven experience of dealing with the public to a high standard</p> <ul style="list-style-type: none"> ▪ Awareness and experience of Health and Safety ▪ Experience of working as a part of a team ▪ Experience of working in remote locations ▪ Experience of undertaking and recording information and inspections
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of working with parking payment systems (including pay on foot and pay and display systems) ▪ Experience of working in a shift system ▪ Experience of working in a car park environment
Essential skills	<ul style="list-style-type: none"> ▪ Interpersonal and good communication skills to provide, assistance and advice to customers, including providing advice and guidance on parking regulations and parking safety ▪ Judgemental skills are needed to interpret information or situations to solve straightforward problems with machinery and equipment or in relation to answering customer's queries. ▪ Diffusion skills required in dealing with customer complaints and difficult and demanding members of the public, which may include verbal abuse ▪ Required to identify solutions to problems to ensure public safety; Civil Enforcement Supervisors are available for advice and guidance and contactable by radio for assistance. ▪ Keyboard skills required for some administration work and for operation of handheld computers used for issuing Penalty Charge Notices. ▪ Able to maintain accurate, clearly legible, written records that can be used as legal evidence in support of any enforcement action e.g. appeals service/court. ▪ Able to work as a team member and independently. ▪ Ability to motivate self and others, to work alone with minimum supervision. ▪ Communication skills to advise and persuade customers when dealing with complaints, traffic congestion or ensuring regulations are adhered to as well as for providing courteous help, advice and information. ▪ There is some demand for precision in the use of mobile hand-held and static computerised systems
<p>Corporate standards</p> <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	