



South Tyneside Council

REGENERATION AND ENVIRONMENT

JOB DESCRIPTION

POST TITLE: Civil Enforcement Officer

GRADE: Band 3

RESPONSIBLE TO: Parking and Utilities Manager/Parking Officer/Supervisor

Overall Objectives of the Post:

To provide an efficient and effective service of Parking Enforcement within South Tyneside, enforcing the provisions of the Traffic Management Act 2004, in order to minimise illegal parking acts through the issue of penalty charge notices in appropriate cases.

Key Tasks of the Post:

1. To provide a parking/enforcement service. You will:

- Patrol to make sure that Regulations are being followed within South Tyneside.
- Record and issue Penalty Charge Notices to contravening vehicles, via handheld devices.
- Check that car park ticket machines are functioning correctly and report damage or faults to the Parking Team.
- Record, report and take appropriate action on any defects found in street furniture, including signs and road markings, potholes and any suspect vehicles as per procedures to the Parking Team and complete the necessary documentation on returning to the office.
- Assist in the induction process and training of new members of staff.
- Ensure photographic evidence and pocket book records are taken to provide further evidence of the contraventions.
- Advise and assist members of the public on procedures and general enquiries.
- Monitor, report and enforce the misuse of the disabled blue badge.
- Assist in the collection and transportation of car park ticket machine cash boxes.
- Carry out enforcement patrols outside schools.
- Complete a number of shifts patterns between 8.00 am and 8.00 pm Monday to Sunday (including Bank Holidays when necessary).

2. You will consistently demonstrate the personal qualities and behaviours required. You will:

- Lead by example by reflecting the Council and Highways and Transport Services values in daily contact with Elected Members, staff, partners, stakeholders and customers.
- Take responsibility and accountability for your own performance and that of the enabling operations units.
- Treat team members, customers and colleagues with respect and dignity.

- Recognise the achievements of staff and effectively deal with poor performance.
- Be a champion for Highways and Transport Services and a source of support and encouragement for colleagues and peers.
- Demonstrate excellent tactical planning abilities and an attitude towards ensuring that services deliver a tangible and lasting difference in the quality of residents' lives.
- Consistently strive towards improving the quality and impact of services delivered by Highways and Transport Services.
- Identify, nurture and coach talent ensure that every member of the team meets their potential.
- Contribute towards a culture of staff empowerment, outcomes management and trust.
- Adopt a participative style of management working in consultation when making decisions.

South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: DP/CL

Date: 27/08/2020