

**DARLINGTON BOROUGH COUNCIL**  
**ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES**

**JOB DESCRIPTION**

<b><u>POST TITLE :</u></b>	<b>Civic Enforcement Officer</b>
<b><u>PAY BAND :</u></b>	<b>Band 5</b>
<b><u>JOB EVALUATION NO.</u></b>	<b>E3439</b>
<b><u>REPORTING RELATIONSHIP</u></b>	<b>Senior Civic Enforcement Officer</b>
<b><u>JOB PURPOSE :</u></b>	<b>To provide on street and civil enforcement for car parking nuisance parking, environmental crime and responding to and addressing incidents of anti-social behaviour.</b>
<b><u>POST NO.</u></b>	<b>POS000318</b>
<b><u>PDR COMPETENCY FRAMEWORK</u></b>	<b>Level 1, Expected Competencies for all employees</b>

**MAIN DUTIES/RESPONSIBILITIES**

1. To patrol and enforce parking areas in accordance with enforcement procedures.
2. To serve notices for contraventions of parking regulations.
3. To complete reports and returns of parking information as required.
4. To provide witness evidence where required in respect of parking regulations & proceedings.
5. To report damage to car parking equipment, signage, surfaces and structures to the Senior Enforcement Officer.
6. To service and maintain car park machines, including the renewal of ticket supplies, clearing of coin blockages and other minor faults.
7. To contribute to the seasonal upkeep of car parks including snow clearance and similar emergency duties to facilitate smooth operation of the car parks in inclement weather.
8. To provide cover for East Street Car Park security arrangements such as the opening and closure of the car park when required.
9. To respond to and deal with nuisance parking.
10. To respond to calls from victims and witnesses of anti-social behaviour and provide support and advice.
11. To work with partners to respond to and address incidents of anti-social behaviour.
12. To patrol anti-social behaviour hot spot areas dealing with incidents and collecting evidence where required.

13. To gather intelligence by recording and reporting any incident of Anti-Social Behaviour witnessed as part of your duties within a PACE pocket notebook, reporting any findings to the appropriate Anti-Social Behaviour Officer for investigation and action.
14. Conduct investigations into environmental complaints of dog fouling, litter, fly tipping, fly posting, graffiti, nuisance and abandoned vehicles, waste and other environmental crime.
15. Investigate and enforce the offence of Abandonment according to the Refuse Disposal (Amenity) Act 1978, Clean Neighbourhoods & Environmental Act 2005 and the Road Traffic Regulations Act 1984 by use of fixed penalty notices, removal notices, confiscation and custody of vehicles and ultimately formal prosecution, liaising with contractors to remove abandoned vehicles where appropriate to do so.
16. Support the work of the Dog Warden by:
17.
  - (a) Collecting stray and unwanted dogs
  - (b) Transporting dogs to designated kennels and maintaining all appropriate records.
  - (c) Micro-chipping dogs upon the request of the handler
  - (d) Undertaking routine cleaning of kennel facilities
18. Attend court in both civil and criminal proceedings to present and give evidence.
19. To act as an ambassador by promoting good public relations, giving directions, providing information and giving help and advice to the public.
20. To maintain the highest standards of personal and professional conduct when dealing with residents and other organisations.
21. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
22. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
23. Carry out your role in line with the Council's Equality agenda.
24. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents / hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
25. Any other duties of a similar nature related to this post that may be required from time-to-time.
26. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
27. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.
28. This post is subject to an enhanced disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.

**Date: October 2019**

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**PERSON SPECIFICATION**

**CIVIC ENFORCEMENT OFFICER**

**POST NO. POS000318**

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	<b>Qualifications &amp; Education</b>		
<b>1</b>	City and Guilds 1889, NVQ Level 2 or equivalent in Car Parking Enforcement (There is a requirement that this qualification is obtained within a reasonable time of commencing the post)	<b>E</b>	
<b>2</b>	GCSE Maths and English or equivalent		<b>D</b>
	<b>Experience &amp; Knowledge</b>		
<b>3</b>	Knowledge and understanding of community nuisance and anti-social behaviour	<b>E</b>	
<b>4</b>	Approximately one year's experience of dealing with the public	<b>E</b>	
<b>5</b>	Awareness of environmental crime and environmental crime enforcement		<b>D</b>
<b>6</b>	Experience of investigating incidents of anti-social behaviour		<b>D</b>
<b>7</b>	Experience of producing criminal prosecution files and court attendance		<b>D</b>
<b>8</b>	Experience of working in a car parking operation		<b>D</b>
<b>9</b>	Knowledge of pay and display parking equipment		<b>D</b>
<b>10</b>	Awareness of the Police and Criminal Evidence Act 1984 (PACE), Criminal Procedures and Investigatory Act 1996 (CPIA), Regulations of Investigatory Powers Act 2000 (RIPA)		<b>D</b>
<b>11</b>	Awareness of the Environmental Protection Act 1990		<b>D</b>
<b>12</b>	Victim support experience		<b>D</b>
	<b>Skills</b>		
<b>13</b>	Ability to work unsupervised following procedures and protocols	<b>E</b>	
<b>14</b>	Ability to carry out basic service and maintenance of car park machines	<b>E</b>	
<b>15</b>	Ability to carry out the physical duties of the role, including a significant amount of walking (average 10 miles) in all weather conditions on daily basis	<b>E</b>	
<b>16</b>	Ability to empathise with victims of anti-social behaviour and provide reassurance and support	<b>E</b>	
<b>17</b>	Ability to plan own workload daily to achieve targets	<b>E</b>	
<b>18</b>	Ability to apply literacy and numeracy skills to include spelling, punctuation, percentages and decimals	<b>E</b>	
<b>19</b>	Capable of producing written reports or experience of writing witness statements		<b>D</b>

<b>20</b>	Ability to record accurate information in a logical and precise manner	<b>E</b>	
<b>21</b>	Excellent communication skills both orally and in writing to a wide range of audiences	<b>E</b>	
<b>22</b>	Capable of dealing with confrontation situations and manage conflict	<b>E</b>	
<b>23</b>	Computer literate, particularly Microsoft Office packages		<b>D</b>
<b>24</b>	Ability to undertake investigations and follow all available lines of enquiries, actively seeking evidence to prove cases of environmental crime		<b>D</b>
<b>Personal Attributes</b>			
<b>25</b>	Patient and understanding disposition with the ability to be assertive	<b>E</b>	
<b>26</b>	A willingness to help and support victims and witnesses of anti-social behaviour	<b>E</b>	
<b>Special Requirements</b>			
<b>27</b>	The successful candidate will be expected to wear the uniform provided. which includes chest cam/head cam	<b>E</b>	
<b>28</b>	Reliable, with a flexible approach to work	<b>E</b>	
<b>29</b>	Satisfactory Enhanced DBS Records	<b>E</b>	
<b>30</b>	Access to reliable transport in order to carry out the travelling requirements of the post.	<b>E</b>	
<b>31</b>	The ability to communicate at ease with customers and provide advice in accurate spoken English	<b>E</b>	