Job Description

|  |  |
| --- | --- |
| **Job title** | **Civil Enforcement Officer** |
| **Grade** | **2** |
| **Service/Team** | Parking Services |
| **Main purpose of job** | * To carry out both on and off street parking enforcement and operations in accordance with statutory legislation and the Councils policies and procedures. |
| **Key responsibilities** | * To liaise with members of the public and give advice on parking issues and enforcement procedures in a courteous manner ensuring that the Council’s customer care policy is always adhered to. * To cover as and when required in all aspects of service delivery of the Council’s parking services operation. * To attend adjudication hearings when required to give supporting information in conjunction with Parking Charge Notices. * To report any vandalism, graffiti, environmental and community safety problems and act as the ‘eyes and ears’ of the Police, liaising with them when needed. |
| **Key tasks** | * To be able to achieve the relevant Parking Enforcement and Conflict Management qualifications within your 26 week probationary period and have and be able to maintain a detailed knowledge of parking regulations and associated policies and procedures. * To undertake any training or personal development opportunity identified at a time and venue determined by your manager. * Undertaking any other tasks as required by Management consistent with the nature, level and grade of the post. |
| **Responsible for staff/equipment** | * To use and be responsible for the care and general maintenance of any Council equipment allocated for the delivery of the service. Ensure equipment is maintained, adjusted, correctly stored and report all breakdowns in accordance with procedures. * Operate equipment as and when required e.g. vehicles, CCTV, hand held devices etc. in accordance with Council policies and procedures. |
| **Other duties/specific policies** | * To be flexible with regard to working arrangements as the service delivers daytime, evening, Sunday and Bank Holiday enforcement.   The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.  The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.  The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.  The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.  To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council |