

Job Description

Post Title: Customer Response & Enforcement Officer

Evaluation: 430 points

Grade: N5

Responsible to: Enforcement Supervisor

Responsible for: N/A

Job Purpose: To enforce legislation relating to parking and general enforcement. Responding to customer complaints and queries in a timely manner and attending to ticket machine defects. Monitoring of CCTV as required.

Main Duties: The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

- 1 To patrol an assigned area on a routine basis to enforce legislation relating to parking and generic enforcement duties.
- 2 Ensure safe and secure use of buildings, parking places and equipment, ensuring equipment is stored, maintained, and adjusted in accordance with procedures.
- 3 To undertake mobile patrols and ensure that ticket machines remain stocked with tickets and replace depleted batteries.
- 4 Update and maintain all documentation in relation to enforcement legislation and internal procedure.
- 5 To monitor CCTV across designated parking sites to deter vandalism, unsocial and undesirable behaviour in accordance with relevant legislation using personal radios as necessary.
- 6 To assist and respond to complaints and queries from members of the public and take appropriate action
- 7 To report antisocial behaviour and criminal damage in relation to enforcement procedures and legal obligations under section 17 of the Crime and Disorder Act.
- 8 To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.
- 9 To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.