

Job Description

Department:	People and Communities	
Division/Section:	Prevention and Enforcement Service	
Job Title:	Civil Enforcement Officer	
Post No:		
Grade:	7 + shift allowance	
Reports to Post No / Title:	Parking Enforcement Supervisor	
Line Management responsibility for:	None	
DBS Check applicable	Standard <input type="checkbox"/> Enhanced <input checked="" type="checkbox"/> None <input type="checkbox"/>	
Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Organisation Chart:	<p><i>Civil Enforcement Officers form part of the Prevention and Enforcement Team within the People and Communities Directorate. Supervision is provided by the Parking Enforcement Supervisor.</i></p>	
<pre> graph TD A[Head of Prevention and Enforcement Service.] --> B[Parking Enforcement Supervisor] B --> C[Team of Parking Enforcement Officers] </pre>		

Job Purpose	<p>To provide an efficient and effective service of parking enforcement in a fair, accurate, and consistent manner within Peterborough City Council Unitary authority area, by enforcing the provisions of the Traffic Management Act 2004,(TMA 2004) in order to minimise illegal parking through the issue of Penalty Charge Notices (PCNs) where appropriate.</p> <p>To include, but not be limited to waiting and loading restrictions throughout Peterborough City Council, in both on street and off street (Car Parks) locations, in accordance with the Council's own determined procedures.</p> <p>Offer assistance to the public and support community problem solving involving parking matters.</p> <p>Work with other PCC departments to assist in reducing crime and promote the City.</p>		
Description prepared by:	Adam Payton	Date:	1/2/20
Description agreed by postholder:		Date:	
Authorised by Director:	Rob Hill	Date:	1/2/20

Main Duties and Responsibilities:

1. To be aware of your responsibilities in terms of Health and safety, including identifying at Performance Development Review (PDR), any appropriate health and safety training.
2. Maintain customer-friendly relations with the public and to act as a first point of contact assisting with any problems they may experience when parking within the Peterborough City Council area.
3. To work to a varied shift pattern which will include evenings and weekends across the core hours 8am – 8pm based on a shift rotation.
4. To patrol as rostered, either on foot, riding a bicycle or driving a council owned vehicle, on and off street permitted parking places and streets subject to parking restrictions in accordance with the TMA 2004, and relevant Traffic Regulation Orders (TRO).
5. To use a handheld mobile device to log all enforcement activity and information during a patrol. To issue Penalty Charge Notices (PCNs) to contravening vehicles, via a handheld mobile device, or by the issue of a handwritten Penalty Charge Notice were applicable.
6. To ensure that, prior to issuing a PCN, no apparent defects to machinery, signage, or markings are visible ensuring that PCNs are not in consequence invalidated.
7. To report untaxed or suspected abandoned vehicles to the appropriate authority.
8. To identify repeat offenders in accordance with predefined rules and frequency, and where necessary call upon the council's removal agent to have offending vehicles lifted.

9. To report, using agreed procedures, any defects or damage within the Peterborough City Council area in respect of signs and plates, lines, ticket issuing or other parking related equipment or other general shortcomings.
10. To ensure photographic evidence and pocketbook records and/or mobile device notes are taken. To maintain a pocket log and record evidence relating to illegal parking activity and to make written reports for and participate in adjudication hearings if required.
11. To use a Body Cam and be fully conversant with its purpose in personal safety.
12. Providing a witness statement for consideration by The Traffic Penalty Tribunal, when deciding on a written appeal from a motorist.
13. To be conversant with all aspects of current and any future parking regulations in order to identify infringements and contraventions and undertake enforcement activities in accordance with Council guidelines and procedures.
14. To ensure that all vehicles parked in PCC parking areas are holding a current valid parking ticket, season ticket or permit, for the length of time the vehicle is parked.
15. To be responsible for the proper use and safekeeping of hand-held computers and other equipment issued in accordance with Personal Protective Equipment (PPE) regulations, e.g. Mobile Telephones, 2-way radios, digital cameras, Body Cam equipment etc.
16. To be alert at all times, to any occurrence of a suspicious nature when on patrol and for reporting such occurrences to a manager, the central radio control room or the local police using an appropriate method of communication.
17. To review and process contraventions captured via mobile or static CCTV enforcement cameras via a computer review suite.
18. To work with and support other regulatory staff and external partners in multi-agency enforcement initiatives.
19. To assist customers in PCC barrier-controlled car parks by reviewing ANPR capture to rectify misreads, communicate with them via intercom system and operate barriers remotely/manually. Provide checks of equipment within the car park and report or rectify any defects.
20. Any other duty which may be considered to come within the scope of the post allocated by the Head of Service or Assistant Director from time to time.

Flexibility Clause: Other duties and responsibilities expressed and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

Variation Clause: This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible Peterborough City Council reserves the right to make changes to your job description following consultation.

Person Specification

JOB TITLE: Civil Enforcement Officer

POST NO:

GRADE: 7

DEPARTMENT: Prevention and Enforcement Service

DIVISION: People and Communities

DIRECTOR: Adrian Chapman

DATE: 1/2/20

COMPLETED BY: A Payton

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> • Candidates must demonstrate an understanding of Good Customer Care (A,I) • TMA 2004 practical knowledge relating to the act, full understanding of the offence codes and where they would be applicable. • Ability to explain what each offence code relates to in respect of local traffic management. 	<ul style="list-style-type: none"> • Knowledge and understanding of the Traffic Management Act 2004 (A,I)
SKILLS & ABILITIES	<ul style="list-style-type: none"> • Ability to work in all weather conditions for long periods (A,I) • Physical ability to work for up to eight hours on patrol. • Good verbal and written communication (A,I) • Ability to perform administrative functions (A,I) • Ability to deal with people face to face, in meetings and on the telephone (A,I). • Ability to take a systematic approach to prioritise tasks, (A,I) • Ability to input data to a mobile device (A,I) • To work as part of a team or alone (A,I) • Ability to withstand pressure from irate members of the general public and to demonstrate tact under such circumstances (A,I) • A high level of self-motivation (A,I) • Good interpersonal skills. (A,I) • Physically fit to undertake foot patrol in all weathers. (A,I) • Fit and able to ride a bicycle to get to patrol areas 	

EXPERIENCE	<ul style="list-style-type: none"> ● Experience of dealing with the general public (A,I) ● Experience of working in a team environment (A,I) ● Previous experience of patrol/parking enforcement work (A,I) 	<ul style="list-style-type: none"> ● Previous experience of patrol/parking enforcement work (A,I) ● Experience of data input to a computer
QUALIFICATIONS	<ul style="list-style-type: none"> ● Capable of achieving Traffic Management Act Competency certificate ● GCSE's or equivalent at grade C or above in maths and English (A,I) 	<ul style="list-style-type: none"> ● Working knowledge of Computer Applications, i.e. Microsoft Office
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> ● A willingness and ability to undertake shift work covering evenings, weekends and Bank Holidays (A,I) ● Willingness to wear and ability to maintain a uniform supplied by the Council. Wear Body Cam equipment as required. (A,I) ● Willingness and ability to ride a bicycle. ● Current clean, full motor car driving licence (A,I) ● An ability to work outside of normal rostered, working hours when required (A,I) 	
EQUALITY	<ul style="list-style-type: none"> ● Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities (A,I) 	
CUSTOMER CARE	<ul style="list-style-type: none"> ● Knowledge and understanding of effective customer care (A,I) 	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (A) Application / (I) Interview, (P) Presentation, (W) Written Test. Add any other codes used here.]