

Job Description

Job Title:	Multi Skilled Civil Enforcement Officer
Strategic Team:	Place
Service:	Parking Services
Business Unit:	Business Services
Responsible To: (<i>day to day issues</i>)	Civil Enforcement Supervisor
Accountable To: (<i>line manager</i>)	Operations Manager
Salary Grade: (<i>Spinal column points only</i>)	Grade E (£20,092 - £21,748)
JE Ref:	JOT207

1. Key Purpose of Job

- 1.1. To ensure that all parking regulations are observed and enforced in a fair, accurate, and consistent manner.
- 1.2. To ensure all enforcement is in accordance with the Council's own determined procedures. Enforcement procedures will always be in accordance with the Traffic Management Act 2004 & Torbay Councils Parking Enforcement Policy.
- 1.3. Ensure that all 'Pay & Display' machines are operational.

2. Anticipated Outcomes of Post

- 2.1. To support the Council's priorities through the undertaking of enforcement activities.
- 2.2. To ensure the movement of traffic throughout The Bay and to ensure the highway and car parks are available to use and to park within the designated restrictions.
- 2.3. To ensure members of the public can pay for their parking requirements.

3. List Key Duties and accountabilities of the post

- 3.1. To deliver day to day on and off-street civil parking enforcement
- 3.2. To patrol and enforce on and off-street parking restrictions by issuing and serving Penalty Charge Notices (PCN's) where vehicles are parked in contravention. Also issuing warning notices and/or information leaflets using handheld computers
- 3.3. To ensure pay and display machines are frequently checked for proper function, undertake minor repairs/coin jams/replenish ticket rolls, and refer for maintenance where necessary. Carry out repairs and maintenance where required on pay and display machines. Report any defects that cannot be rectified.
- 3.4. Securing cash from coin jams and occasional support for cash collection from pay and display machines and undertake secure transfer of such money to base or other designated location.

- 3.5. Keep detailed daily records of all enforcement activities to ensure that PCN's and notes are of good quality, in line with best practice via electronic notes using handheld devices. These details will be used as evidence in appeals to the Adjudication Service.
- 3.6. Liaising with other Civil Enforcement Officers as required.
- 3.7. Assisting the public and acting as the first point of contact on parking enquiries, enforcement issues and other general enquiries in a helpful and courteous manner.
- 3.8. Responsibility for appropriate use of equipment required to undertake enforcement activity, including mobile computer, printer, and body worn camera.
- 3.9. To record any issues/incidents including anti-social behaviour or crime to the relevant department/Police.
- 3.10. Identify and report abandoned vehicles to the appropriate designated person.
- 3.11. Maintain confidentiality of information acquired in the course of undertaking the service.
- 3.12. Participate in all training and development opportunities offered, where mandatory and voluntary.
- 3.13. Assist in the training of new officers via one-to-one training and mentorship.
- 3.14. Answering diverted telephone calls from members of the public and internal calls when there is no office cover available.
- 3.15. Checking and reporting defective traffic signs and road markings related to parking restrictions. Including reporting on the delivery of remedial works (ordered by others) that will permit enforcement to recommence.
- 3.16. To work beat patterns, and feedback compliance and local intelligence for the purpose of enhancing deployment of service.
- 3.17. To work flexibly, allowing for reactive demands to urgent enforcement, out of hours enforcement, and seasonal variations
- 3.18. When required, to work with and support other agencies whether internal or external on campaigns to decrease Blue Badge fraud or assist with persistent evaders of PCN payments.
- 3.19. To open car parks where and when required and to check that the Pay & Display are operational.

4. Budgetary / Financial Responsibilities of the post

- 4.1. No budgetary responsibility.
- 4.2. Handling of cash from coin jams and occasional support for cash collection from pay & display machines and undertake secure transfer of money to base or other designated location.

5. Supervision / Line Management Responsibilities of the post

- 5.1. None

6. Working Environment & Conditions of the post

- 6.1. The post is outdoors patrolling parking restrictions throughout The Bay in all weather conditions.
- 6.2. Dealing with members of the public, some of whom are often aggressive & volatile.
- 6.3. Required to work weekends and Bank Holidays.
- 6.4. Required to work unsocial hours on a rostered basis.

7. Physical Demands of the post

- 7.1. Officers are required to patrol most beats without the use of a vehicle, this is often in excess of 10 miles per day whilst patrolling.
- 7.2. Lifting and manual handling of street furniture – cones & signs.
- 7.3. Manual handling in the opening of heavy car park gates and height barriers

8. Specific Resources used by the post

- 8.1. To be responsible for regularly driving a Council vehicle throughout The Bay to carry out enforcement duties when covering a 'mobile beat'.
- 8.2. To carry out daily inspection, and regular maintenance in accordance with the Council's Driver's Handbook, ensuring all daily checks are completed and recorded.
- 8.3. To use handheld computers, printers, and body worn cameras.

9. Key Contacts and Relationships

9.1. External

Members of the public
Police
PCSOs
CCTV Office
Contractors
Enforcement Agencies
Other Partnerships such as SWISCo

9.2. Internal

Council Members
Other Council employees

10. Other Duties

- 10.1. To carry out any other duties consistent with the grade of post and as required by the line manager.

Other Information

- a) All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
- b) The Council operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
- c) The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.
- d) The post-holder must comply with the Council's Health and Safety requirements as outlined in the H&S policy appropriate to the role.
- e) This post is based at Paignton Harbour, but will also be deployed from bases in Torquay and Brixham on rotation. The post holder may be required to move their base to any other location within the Council at a future date.
- f) The post-holder must be committed to the Council's Core Values for employees – "Torbay Council employees are committed to being forward thinking, people orientated and adaptable - always with integrity". Evidence will be sought during the probation and appraisal processes
- h) As this post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check (Disclosure) from the Disclosure & Barring Service before the appointment is confirmed. This will include details of ALL cautions, reprimands or final warnings as well as convictions, whether "spent" or "unspent". Criminal convictions will only be taken into account when they are relevant to the post.
- i) Torbay Council is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo the checks appropriate to the post applied for.
- j) As this post meets the requirements of the Immigration Act 2017 (part 7) the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.

Note for Candidate

All Candidates

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

Candidates who consider that they have a disability

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Where ever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

TORBAY COUNCIL

Person Specification

Job Title:	Civil Enforcement Officer	Strategic Team	Place	Service:	Parking Services	Business Unit:	
-------------------	----------------------------------	-----------------------	--------------	-----------------	-------------------------	-----------------------	--

Essential Skills and Effectiveness:	Desirable Skills and Effectiveness:
<ol style="list-style-type: none"> 1. Ability to effectively operate hand held computers and other sundry equipment 2. Ability to effectively manage lone working with personal responsibility for completing work. To include effective organisational skills. 3. Ability to demonstrate effective observational skills 4. Ability to produce clear, concise and informative reports. 5. Ability to demonstrate effective mathematical skills in order to calculate start and finish times for pay & display sessions. 6. Ability to demonstrate effective interpersonal skills. Such as being tactful, polite and diplomatic when dealing with members of the public. 7. Ability to demonstrate effective communication with both colleagues and customers, to also include times when potentially in difficult circumstances. 8. Ability to effectively handle confrontations whilst carrying out enforcement duties, and to demonstrate the ability to effectively resolve conflict. 9. The ability to effectively work on own initiative and as part of a team, to include the ability to display tact and discretion at all times. 	<ol style="list-style-type: none"> 1. Ability to use detailed observational skills in relation to check for and assessing defects in traffic and road signs/markings which require remedial works which cannot be completed by this role.

10. Ability to demonstrate effective computer literacy to include all Microsoft packages such as Teams, Word and Excel.	
---	--

Essential Knowledge:	Desirable_Knowledge:
11. Ability to demonstrate effective knowledge and understanding of parking restrictions. 12. To have the ability to demonstrate an effective awareness of Health & Safety requirements 13. Ability to demonstrate an effective knowledge and understandings of the local area that is Torbay.	2. Traffic Management Act 2004 3. Civil Parking Enforcement 4. Effective knowledge and understanding of how to assist partnerships with Blue Badge Fraud. 5. Effective knowledge and understanding of how to deal with persistent PCN payment evaders. 6. Ability to demonstrate effective knowledge and understanding of how to check and assess for and identifying defects in traffic/road signs/markings related to traffic restrictions. To include the knowledge of how to rectify or how to report for remedial works to be undertaken.

Essential Experience/Achievements:	Desirable Experience/Achievements:
14. Experience of working in a customer focussed environment.	7. Experience in a compliance/enforcement role. 8. Worked as a Civil Enforcement Officer

Essential Qualifications/Professional Memberships:	Desirable Qualifications/Professional Memberships:
15. Educated to GCSE or equivalent standard to include English and Maths. 16. A full valid driving licence.	9. City & Guilds Level 2 or equivalent in parking enforcement or controlling parking areas.

Essential – Other requirements of the job role

- Ability to carry out the physical requirements of the role (i.e. manual handling and walking for long periods of time)
- Ability to travel efficiently around The Bay in order to carry out duties
- Ability to accommodate unsociable hours
- Ability to accommodate shift patterns which includes working at weekends on a rota basis
- Ability to accommodate on-call working