Job Description and Person Specification

Job Description

Job title

Civil Enforcement Officer

Department

Community

Grade

Grade D + 9.5% shift allowance

Salary

£27,709 - £30,515

Manager

Senior Enforcement Officer

Job summary

The post will support the Parking Team with parking enforcement.

The post will therefore be involving:

- Patrolling on-street and off-street parking control areas.
- Penalty Charge Notices (PCN) are issued to vehicles parked in contravention of the Traffic Regulation Order (TRO).
- Weighing up all evidence and facts before issuing a PCN.
- Providing (level 1) technical maintenance to car park ticket machines.
- Providing technical reports on the accuracy and condition of parking controls.
- Collect cash boxes from car park ticket machines.
- Make a positive contribution to the Council's core values by being helpful, approachable, responsive, and taking ownership of challenges and problems, while making customers feel warm, welcome, wanted, and cared for.

Main responsibilities and activities

1. Comply with the relevant sections of the Traffic Management Act 2004, guidance and Hart's policies and procedures for Civil Enforcement Officers.

2. Completing start of shift checks, including uniform inspection, endorsing notebooks and personal computer, digital camera and other equipment checks.
3. Patrolling on-street and off-street parking control areas.
4. Inspecting lines, signs, and parking controls to ensure compliance with the TRO, reporting omissions or errors.
5. Considering all facts and evidence before deciding whether a PCN can be legitimately issued.
6. Issuing PCN's to vehicles parked in contravention of the TRO.
7. Recording contemporaneous evidence for use at National appeals.
8. Dealing politely and clearly to challenges or enquiries from the public.
9. Provide (level 1) technical maintenance to car park ticket machines.
10. Providing technical reports on accuracy and condition of parking controls and car park equipment.
11. Collection of cash boxes from car park ticket machines following financial processes to audit standards.
12. Up-loading of the PCN data and photographic evidence from personal computers to the processing system main computer server.
13. Carrying out vehicle checks and issuing DVLA notices and abandoned vehicles notices as appropriate.
14. To attend specific locations within the district, when directed, to assist with traffic control. This may include instruction from the local police.
15. To work outside the district and assist adjacent local councils with local enforcement on an occasional basis.
16. To record vehicle mileage and fuel log sheets and daily vehicle inspection reports.
17. To provide high levels of customer service for our residents, staff, managers, and external partners.
18. Make customers feel warm, welcome, wanted, and cared for when they are interacting with you.
19. Promote the **HART Values** by:
    - Being **helpful**
    - Being **approachable**
    - Being **responsive**
    - **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

Standard Clauses

- To work in an internal and external customer related way in accordance with the Council's core HART values, and in accordance with adopted procedures and good practice.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures, and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they take a vigilant approach at all times to safeguard members of the public, colleagues, and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.
- In the event of a Civil Emergency to take on any new roles and responsibilities allocated by Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must cooperate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents, and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

This is not a complete list of all the responsibilities and activities of the job. Some responsibilities and activities may change to meet service needs. These changes will be discussed with the post holder and will not significantly affect the nature or level of responsibility or job grade.

Person Specification

Job title

Civil Enforcement Officer

The HART Values

We aim to recruit candidates who are committed to our core values. We want customers to feel warm, welcome, wanted and cared for when interacting with Hart District Council.

To achieve this, all staff should promote the **HART Values** by:

- Being **Helpful**
- Being **Approachable**
- Being **Responsive**
- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

The following table sets out the essential and desirable attributes we are seeking for this role.

Attributes	Essential	Desirable	Evidence
Education and qualifications	(Level 2 in CPE to be completed after 12 months)	Level 2 in relevant discipline. Communication Training	CV/Application form and certificate
Experience and knowledge	Committed to providing high quality customer service	Similar experience in dealing with public (at work or social) Experience of handling money Local area knowledge	CV/Application form and interview

Skills and abilities	Excellent personal communications skills & manner. Able to use computer and other electronic equipment. Numerate with neat handwriting. Ability to make customers feel warm, wanted, welcome and cared for. Ability to take ownership of tasks, challenges and problems to achieve an appropriate outcome.	Good mathematics and report writing. Familiar with MSOffice applications.	CV/Application form and interview
Personal qualities	Able to stay calm, polite and patient when dealing with difficult customers. Articulate and able to explain regulations and procedures. Able to produce accurate results consistently. Team player, flexible. Commitment to professional and personal development. Ability to manage own time. Commitment to delivering the best possible services for residents, and internal and external customers.	Able to use initiative, within guidelines. Committed and willing to develop self.	Interview

Other working requirements	Prepared to wear uniform provided. Able to handle heavy cash boxes (18-20kg) Full / Manual Driving Licence Smart appearance		CV/Application form and interview

Signatures:

Jobholder …….

Manager ……..