

Job Description

Service:	Parking Services
Job Title:	Civil Enforcement Officer
Grade:	C
Hours of work:	37 per week to include Saturday & Bank Holidays. <i>Job share or part time applications will be considered</i>
Responsible to:	Civil Enforcement Team Leader
Responsible for	
Direct reports:	0
Indirect reports:	0

Purpose of Post:

The postholder will be working in a public facing enforcement role. The primary focus of this role is to support on and off-street district-wide parking enforcement in Huntingdonshire as part of the Council's operation of Civil Parking Enforcement.

This is an active role where the individual will be required to work outdoors, spending much of the day on foot undertaking patrols to observe compliance with the restrictions in place to support safety and the free flow of traffic.

Key Deliverables & Duties:


This job description is intended only as a guide to the range of duties involved which include:

- Undertaking enforcement patrols observing compliance with the restrictions in place. You will be required check the condition of the signs and lines in place to ensure that they support enforcement action reporting issues impacting service.
- Where breaches of restrictions occur, you will issue notice, recording evidence and information to support contravention through use of a handheld device in a fair, accurate and consistent manner.
- As a customer facing role, you will be required to offer assistance and support to the public on parking matters. Representing this Council function will require you to wear issued uniform.
- You will undertake site checks with a view to ensuring areas are free from issues that may impact or prevent usage of facilities. There will be a requirement to undertake basic maintenance of car park equipment, escalating matters where repairs are required.
- You will be required to work in accordance the Road Traffic Regulations Act 1984, the Traffic Management Act 2004 (TMA 2004), and any other legislations, policies and local guidance in place as applicable.
- The post will support targeted localised enforcement campaigns working with both internal and external services.
- You will support the Notice Processing function of the Council by providing written statements when need to support the progression of charge notices.
- Use of a Council vehicle to undertake parts of the role in a professional manner in line with guidance issued.
- Supporting with the operation of suspension of parking restrictions which may include deployment of cones and notices. When events in the area occur, the role may be required to provided targeted support.

The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within HDC.

Knowledge and Qualifications	<p>Required:</p> <ul style="list-style-type: none"> • 3 GCSEs (or equivalent) at grade C or above including Maths & English (or equivalent experience) • Car Driving license (Manual) • Formalised Civil Enforcement Officer training. This will be provided. A Pass must be achieved to confirm probation. • Ability to gain knowledge of the Traffic Management Act (TMA 04) 2004, the Road Traffic Act 1991 (RTA 91), and the Road Traffic Regulations Act 1984 (RTRA 84) to support practical working and understanding of offence legislation and criteria. <p>Desirable:</p> <ul style="list-style-type: none"> • An understanding of common parking restrictions (both on and off street). • Understanding of other applicable parking legislation and localised guidance and policies. • Emergency First Aid at Work.
Experience	<p>Required:</p> <ul style="list-style-type: none"> • Experience of working in a frontline customer facing role or service environment. • Working in an unsupervised setting. <p>Desirable:</p> <ul style="list-style-type: none"> • Working in an enforcement role. • Working in an outdoor environment.
Skills and Abilities	<p>Required:</p> <ul style="list-style-type: none"> • Ability to use email and messaging software. • Attention to detail as you will be required to accurately record information relating to offences. • Able to work outdoors unsupervised in a variety of weather conditions. • Ability to work alone and as part of a team. • Good communication skills (both verbal and written). • Ability to use a smart phone as a similar device is used for enforcement (e.g. taking photographs and using apps). • Basic maintenance skills (e.g. charging a car battery). • There is a physical element of the role where the individual will be required to move supplies and equipment weighing up to approximately 15kg and walk long distances.
Decision Making and Impact on Others	<ul style="list-style-type: none"> • Ability to make a judgement if an offence has occurred in accordance with relevant legislation and guidance.

	<ul style="list-style-type: none"> Ability to assess the condition of the signs and lines, to ensure that they support enforcement action reporting issues impacting service.
Communication with Internal and External Customers	<p>The post holder will:</p> <ul style="list-style-type: none"> Act as a point for customer queries when on site. Respond to internal emails and service queries. Able to communicate with people face to face and on the telephone with good interpersonal skills. Able to remain calm under pressure to manage a situation when faced with conflict. <p>External customer contact 80%</p> <p>Internal customer contact 20%</p>
Personal Attributes and Other Requirements	<p>Required:</p> <ul style="list-style-type: none"> Able to use your initiative to prioritise daily tasks and respond to changing circumstances. Able to remain calm under pressure to manage a situation when faced with conflict whilst maintaining a professional attitude as you would be representing the Council. Able to demonstrate confidence and authority within the role of Civil Enforcement Officer. Supportive and motivational towards colleagues. A willingness and ability to undertake shift work to meet the demands of the service, which may require you to work outside of normal rostered working hours. Ability to maintain positive working relationships with internal and external partners. You will be representing the Council in a role that requires you to wear issued uniform.

<p>HDC Values</p> 	<p>The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people's differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Demonstrates understanding of safeguarding issues.
- Has a good understanding of the Safeguarding agenda.