

# JOB PROFILE

## CIVIL ENFORCEMENT OFFICER

Overview	
<b>Post No.</b>	TBC
<b>Grade</b>	MS4 (£25,119- £27,334)
<b>Directorate</b>	Commercial Services and Contracts
<b>Service Area</b>	Contracts and Services
<b>Team</b>	Contracts and Services
<b>Reporting to</b>	Civil Enforcement Supervisor

The Job
<p>To deliver the highest level of customer service and provide an efficient and effective service of civil parking enforcement in order to minimise illegal parking acts through the issue of Penalty Charge Notices (PCNs) in appropriate cases.</p>

Generic Accountabilities of the Role
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**Health & Safety**  
You are required to comply with the Council's Health and Safety Policy and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by your work. You must comply with your safety responsibilities and must co-operate with management in all respects for the full implementation of the Council's Health and Safety Policy.

**Equality & Diversity**  
You must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services.

**Learning & Development**  
You have a personal responsibility for your own learning and development and will maintain up to date records of achievement and attendance as required. You must undertake the learning and training identified as part of your ongoing development, and other relevant training that is identified and agreed with your manager.

**Competencies/Behaviours**  
The following behaviours are expected to be demonstrated by all Mid Sussex District Council staff.

**Quality/Compliance:** Achieving a standard of excellence with our work processes and outcomes, honouring MSDC policies and all regulatory requirements.

**Customer focus:** Striving for high customer satisfaction, going out of our way to be helpful and pleasant, making it as easy as possible on the customer rather than our department or the Council.

**Communication:** Balancing listening and talking, speaking, and writing clearly and accurately, influencing others, keeping others informed.

**Team Player:** Being helpful, respectful, approachable and team oriented, building strong working relationships and a positive work environment.

**Initiative:** Taking ownership of our work, doing what is needed without being asked, following through. -  
Efficiency: Planning ahead, managing time well, being on time, being cost conscious, thinking of better ways to do things.

**Coach ability:** Being receptive to feedback, willing to learn, embracing continuous improvement.

**People management (for those with direct reports):** Setting clear expectations, reviewing progress, providing feedback and guidance, holding people accountable.

### Other Duties

1. To carry out patrols of on and off-street parking, either individually or as part of a team. Patrols may be on foot or by vehicles according to instructions.
2. To play a responsible role in relation to health and safety, welfare, and discipline within Park
3. To identify infringements and contraventions of appropriate regulations and undertake enforcement activities as required by the Agency Agreement with West Sussex County Council in a fair, accurate and consistent manner.
4. To record PCNs using relevant systems and means accurately and efficiently.
5. To record evidence relating to illegal parking activity, including the use of Body Worn Cameras, as necessary.
6. To deal politely with enquiries from members of the public and act as a first point of contact on parking related issues and other minor issues as appropriate. This may involve signposting to other Council services.
7. To check and/ or test all parking-related equipment whilst out on patrol and report any damage or faulty equipment.
8. Carry out simple repairs where required and wherever possible. In cases where repair is not possible, fixing relevant and appropriate signage and report for bagging as appropriate.
9. To check parking signs, lines and notices are present and correct and that PCNs issue comply with relevant signage and Traffic Restriction Orders. To report using relevant systems and means inaccurate or missing signs, lines, and notices.
10. To inspect parking areas, check cleanliness standards and report below standard areas using the relevant systems and means accurately and efficiently.
11. To identify, report and inspect incidents of Abandoned Vehicles.
12. To assist in cash collection duties if required.
13. To monitor and report on changes in parking patterns to aid intelligence led enforcement.
14. To co-operate with any investigations as required.
15. To be conversant with the Traffic Regulation Orders, Parking Legislation and Civil Enforcement practices and procedures.
16. To undertake daily vehicle checks to ensure they have sufficient fuel/ electric charge and are in working order and safe to drive. All vehicles are to be driven in accordance with Council procedures.
17. Other duties as reasonably required by the Civil Enforcement Supervisor and Parking Services Manager that may, from time to time, be required.

### Special Conditions

The post holder will be required to work an average 37-hour week which will include early mornings, late evenings, and weekend work as part of a rota. Any additional hours over a 37-hour week would attract additional payment.

The actual hours of work will be as part of a rota and will include regular Saturdays as part of a rotating shift pattern.

The post holder must co-ordinate planned annual leave with the other Civil Enforcement Officers to ensure adequate enforcement cover during any period of leave.

It is a requirement that the post holder holds a current manual driving licence enabling them to drive a car and trailer. The Council will provide a vehicle which will be used solely for business purposes during working hours only. Driving competency will be regularly tested.

The post holder will be issued with several items of bespoke equipment and a credit card for business use only. The post holder will be required to always carry a mobile phone whilst at work.

The post holder is not permitted to make personal calls on the mobile phone. The post holder will be provided with a uniform and identification and will be required to wear this at all times whilst at work. The post holder is expected to keep the uniform in good condition and be responsible for laundering and cleaning.

### Professional and Personal Attributes

	Essential	Desirable
<b>Qualifications Educational and Professional</b>	<ul style="list-style-type: none"> <li>• Current clean manual driving licence valid in the UK</li> <li>• Commitment to being trained to NVQ or City &amp; Guilds standards</li> </ul>	<ul style="list-style-type: none"> <li>• City &amp; Guilds Level 2 Parking</li> <li>• Enforcement City &amp; Guilds Conflict Management</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience of working with the public.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of enforcement work Dealing with conflict situations.</li> </ul>
<b>Special Aptitude/Skills</b>	<ul style="list-style-type: none"> <li>• Able to communicate tactfully and effectively with the public.</li> <li>• Observant and able to record information accurately.</li> <li>• Aptitude and commitment to excellent customer service</li> <li>• Aptitude for using digital technology.</li> <li>• Demonstrable understanding and commitment to Equality and Diversity.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous use of handheld technology and Body Worn Cameras.</li> </ul>

<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Numeracy and literacy.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge and understanding of Traffic Regulation Orders.</li> </ul>
<b>Personal Behaviors</b>	<ul style="list-style-type: none"> <li>Ability to work as part of a team.</li> <li>Honesty and integrity</li> <li>Ability to work alone.</li> <li>Ability to conduct yourself in a professional manner.</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>Able to work weekends and occasional evenings.</li> <li>Physically fit and able to patrol on foot.</li> </ul>	

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not meant to be a detailed list of all duties and responsibilities which may be required. It will be supplemented and further defined by objectives set at appropriate times, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.