****JOB DESCRIPTION

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| Job Title | **Civil Enforcement Officer (Bromsgrove and Redditch)** | Post Number | **F127, F128, F131, F132, F133, F134, F135 and F141** |
| Grade | Grade 6, scp 12 - 17 | Service Area | Corporate Projects |
| Special Conditions | 37 hours per week with weekend and Bank Holiday working on a rota basis  Hours of work may vary between 6.00 am and 12.00 midnight | Additional Benefits | Essential Car User |
| Authorised by | Deputy Chief Executive | Date | August 2024 |

**Job Purpose**

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| The purpose of this role within the Council is: | To monitor compliance of the On-Street & Off-Street regulations and to issue Penalty Charge Notices to vehicles parked in contravention. To maintain the car park ticket machines.  Place of work – Bromsgrove District Council and Redditch Borough Council (based in Bromsgrove and Redditch) with a requirement to support in surrounding areas. |
| Responsible for demonstrating commitment to working in line with the Councils' values | |
| Responsible for championing and demonstrating the Council’s Leadership Behaviour Framework | |
| The postholder works for: | Operations Manager |
| The postholder manages \supervises: | None |

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| Key Accountabilities (All accountabilities will be carried out in line with the Council’s policies, procedures and relevant regulations and legislation) | |
| 1 | To provide an efficient and effective service of parking enforcement in order to minimise parking in contravention of parking regulations through the issue of Penalty Charge Notices in appropriate cases. To provide this service in accordance with the Council’s objectives and policies. |
| 2 | To carry out patrols of on-street and off-street parking, either individually or as part of a team throughout the Borough of Redditch, the District of Bromsgrove and other areas as required. |
| 3 | To identify infringements and contraventions of regulations and orders, undertaking enforcement activities as appropriate. |
| 4 | To record and issue PCNs using computerised and /or manual systems. |
| 5 | To deal politely with enquiries from members of the public. |
| 6 | To check/test all parking related equipment during patrols and report. |
| 7 | To check that parking signs and notices are accurate and in good condition. |
| 8 | To inspect parking pay and display tickets and carry out simple repairs. |
| 9 | To ensure that the ticket machines are adequately stocked with tickets and stock details are recorded. |
| 10 | To maintain a computerised log and record photographic evidence relating to vehicles that are parked in contravention of the parking regulations. |
| 11 | To assess and report any incidents of criminal damage that may arise. |
| 12 | To co-operate with any investigative actions required in association with the enforcement of parking or abandoned vehicles. |
| 13 | To ensure that identification is carried and that the issued uniform is worn at all times when on duty and maintained in clean and tidy order. |
| 14 | To carry out random checks to Recycling facilities situated in the car parks. |
| 15 | To ensure that all work undertaken complies with the relevant procedure, Code of Practice and is in accordance with the Council and Statutory requirements. |
| 16 | To monitor and report the condition of all car pars including repairs and maintenance in respect of public safety and environmental conditions. Situations requiring urgent attention to be reported immediately. |
| 17 | An emergency out of hours call out procedure is in operation that may require hours being worked outside normal hours. |
| 18 | Cover the shop mobility office in Bromsgrove, issuing equipment to service users, answering any queries. |
| 19 | Travel to any location or alternative place of work will be in the employee’s vehicle that must be adequately insured to indemnify the Council against liability or make alternative arrangements on public transport or by other means. |
| 20 | To comply with Health and Safety legislation and pursue duties in a safe manner and due regard to the Health and Safety of others. |
| 21 | Carry out any other duties that may be required to the Council’s parking operation. |

**NOTES:**

1. Duties will inevitably develop and change as the work of the Council changes to meet the needs of our customers. Employees should therefore expect periodic variations to job descriptions, and the Council retain this right. This job description will be supplemented on a regular basis by individual objectives derived from Council strategies.
2. Where an applicant or an existing employee is or becomes disabled (as defined by law) and inform the Council fully of their requirements reasonable adjustments will be made to the job description wherever possible.

KEY REQUIREMENTS

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| Qualifications (or knowledge and experience at an equivalent level) | Essential | Desirable |
| Good standard of education with qualifications in English and Mathematics | E |  |

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| Experience | Essential | Desirable |
| Experience of working within a customer service environment | E |  |
| Outdoor working |  | D |
| Public interaction posts |  | D |
| Uniformed services |  | D |
| Knowledge of pay and display parking system |  | D |

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| Skills Required | Essential | Desirable |
| Access to a vehicle and have the ability to travel around the district and outlying villages. | E |  |
| Available to work weekdays and weekends, Bank Holidays. Early morning starts & late nights as standard. | E |  |
| Knowledge of parking industry |  | D |
| Knowledge of the law in relation to parking |  | D |
| Ability to use IT equipment |  | D |
| Ability to relate to the public |  | D |
| Ability to deal with confrontation |  | D |
| Ability to operate as a team member |  | D |
| Good written skills |  | D |

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| Behaviours | Essential | Desirable |
| Attention to detail |  | D |
| Willingness to learn new skills |  | D |
| Willingness to work outside normal hours |  | D |

Note: Applicants who are disabled (as defined by law) will be guaranteed an interview if they meet the essential criteria provided that this information is noted under the relevant section of the application form.