Job Description

Job title	Civil Enforcement Officer
Directorate	PLACE : Regeneration, Community and Culture
Division	< Transport & Parking Service>
Range	MPR 2
Reports to	Parking Enforcement Supervisor

Main purpose of the job:

Working within the Parking Services team, the post holder will be a front-line operative for the Council assisting members of the public with information, offering advice and guidance on parking restrictions. Ensuring correct use of both off-street and on-street parking spaces, in accordance with the relevant Parking laws and Traffic Management Act 2004. Civil Enforcement Officers (CEO) will also be required to issue Penalty Charge Notices to vehicles parking in contravention of the parking regulations, which may incur some negative verbal interaction. CEO's will be required to assist with the clearing of snow from Medway car park surfaces as directed if the weather inhibits the issuing of Penalty Charge Notices. Written reports will need to be completed by the post holder recording details of any incidents.

On a daily basis the CEO will walk their allocated route, which could be up to 10 miles, assessing road signage and road lining for compliance purposes; informing their supervisor of any issues or concerns. Medway Council's procedures must be adhered to at all times – ensuring that all equipment is given due care and protection.

The post holder will work on a shift pattern basis to ensure that the Parking Service is operational 7 days per week, from 07:00am - 01:00am hours. A uniform is required to be always worn for this role. This should be worn and used in a professional manner. Staff are responsible for their own uniforms, and this remains the property of Medway Council.

As a Civil Enforcement Officer, you will be required to deputise for the Civil Enforcement Supervisor?? when required.

Liaise with stakeholders in a way that promotes the vision and values of the Council.

Accountabilities and outcomes:

To demonstrate ability to carry out a range of tasks and understand procedures associated with them.

To be able to utilise equipment and possess the necessary skills to compile straightforward reports and assessments.

To be able to work alone and use initiative to make quick decisions, and work as part of a team when required.

To be able walk many miles a day in all weathers to issue Penalty Charge Notices to vehicles parked in contravention of the parking laws.

Ability to deal professionally with all types of people regardless of their manner or situation.

Investigate and respond to any request received regarding Parking Enforcement, consulting with, and reporting to the manager as and when required. Ensure that positive working relationships are maintained both internally and externally to required standards.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistently with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.



Organisation:

This role reports to the Civil Enforcement Supervisor

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

MOBILE - will have a designated base at the White House in Chatham but are generally working out in the field. They will only come into office space for meetings or touchdown.

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

Full UK Driving Licence

Good standard of general education to GCSE level (Grade 4-9) in English and Maths

Level B (in addition)

Working towards Level 2 in Parking Enforcement

Level C (in addition)

Level 2 Award in Parking Enforcement – Civil Enforcement Officers (City & Guilds)

Knowledge

Level A

General Knowledge of the Highway Code

Level B (in addition)

A strong understanding of local parking bylaws

Level C (in addition)

Knowledge of legislation in relation to Parking Enforcement Traffic Management Act 2004

Experience

Level A

At least 2 years of customer service experience

Experience of dealing with difficult customers in a courteous and helpful way.

Experience of working in a pressured environment

Level B (in addition)

Experience of lone working in a workplace environment

Experience in use of, and maintenance of, equipment

Level C (in addition)

Experience of using specific Parking equipment competently

Extensive experience of 3 years working within a Parking Enforcement environment

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Skills

Level A

Proficient in the use of Microsoft Word, Excel and Outlook

Able to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working

Ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences

Ability to use basic technology proficiency using tools such as handheld devices, licence plate scanners and parking equipment

Demonstrable ability to walk many miles a day in all weather conditions

Level B (in addition)

Ability to show attention to detail

Ability to explain straightforward tasks to others

Ability to deal with work-related pressure from deadlines, interruptions and conflicting demands

Level C (in addition)

Ability to carry out tasks and/or advise on internal procedures, which impact on the health and wellbeing of people