

Job Title	Range ¹	Development Route	Duties	Level 2 Intermediate Apprenticeship	Level 3 Advanced Apprenticeship	Level 4 Higher Apprenticeship
Parking Enforcement Apprentice	Apprentice Grade	Internal Apprenticeship Programme	Support the work of the specialist service as an Apprentice	First year Salary: £12,348 per annum	First year Salary: £12,348 per annum	First year Salary: £12,348 per annum
<p>Apprenticeships are a mixture of ‘on’ and ‘off’ the job learning. Apprentices will earn whilst they learn and gain practical and transferable skills throughout their apprenticeship.</p> <p>You will work within an apprenticeship framework detailing the qualifications needed to be completed, the key skills targets and any other requirements of the apprenticeship. Each framework will also include information on job roles, entry routes, length of the apprenticeships and career paths available upon completion.</p>						
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Civil Enforcement Officer	Range 2	Level 2 Award in Parking Enforcement – Civil Enforcement Officers (City & Guilds)	<p>Working within the Parking Services team, you will be a front line operative for the Council assisting members of the public with information, offering advice and guidance on parking restrictions.</p> <p>Ensuring correct use of both off-street and on-street parking spaces, in accordance with the relevant Parking laws and Traffic Management Act 2004.</p> <p>You will be required to issue Penalty Charge Notices to vehicles parking in contravention of the parking regulations, which may incur some negative verbal interaction.</p> <p>Written reports will need to be completed by the post holder recording details of any incidents.</p>	<p>Salary: £22,597</p> <p>Requirements at this level:</p> <p>Qualifications</p> <ul style="list-style-type: none"> Good standard of general education to GCSE level (Grade 4-9) in English and Maths Full UK Driving Licence <p>Knowledge</p> <ul style="list-style-type: none"> General Knowledge of the Highway Code <p>Experience</p> <ul style="list-style-type: none"> At least 2 years customer service experience Experience of dealing with difficult customers in a courteous and helpful way. Experience of working in a pressured environment 	<p>Salary: £23,299</p> <p>Requirements at this level in addition to level 2A:</p> <p>Qualifications</p> <ul style="list-style-type: none"> Working towards Level 2 Award in Parking Enforcement – Civil Enforcement Officers (City & Guilds) <p>Knowledge</p> <ul style="list-style-type: none"> A strong understanding of local parking bylaws <p>Experience</p> <ul style="list-style-type: none"> Experience of lone working in a workplace environment Experience in use of, and maintenance of, equipment 	<p>Salary: £24,000</p> <p>Requirements at this level in addition to level 2A and 2B:</p> <p>Qualifications</p> <ul style="list-style-type: none"> Level 2 Award in Parking Enforcement – Civil Enforcement Officers (City & Guilds) <p>Knowledge</p> <ul style="list-style-type: none"> Knowledge of legislation in relation to Parking Enforcement Traffic Management Act 2004 <p>Experience</p> <ul style="list-style-type: none"> Experience of using specific Parking equipment competently Extensive experience of 3 years working within a Parking Enforcement environment

¹ Salary prediction for financial year 2024/2025

				Skills <ul style="list-style-type: none"> Proficient in the use of Microsoft Word, Excel and Outlook Ability 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 Demonstrate skills using basic technology proficiency to use tools such as handheld devices, licence plate scanners, and parking equipment. Ability to walk many miles a day in all weather conditions 	Skills <ul style="list-style-type: none"> Ability to show attention to detail Ability to explain straightforward tasks to others, where required Ability to deal with some work-related pressure, for example from deadlines, interruptions or conflicting demands 	Skills <ul style="list-style-type: none"> Ability to confidently carry out tasks and/or advise on internal procedures, which impact on the health and well-being of people
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Civil Enforcement Supervisor	Range 3	NVQ or equivalent in Team leading/Supervising (e.g. ILM Level 3)	<p>To supervise day-to-day operation and maintenance of the post holders service area and directly supervise the CEOs on a day-to-day basis providing support and leadership, ensuring the CEO's are working in a safe and effective working environment.</p> <p>To assist in the supervision of the parking enforcement team ensuring duties and activities are carried out in accordance with legislation and council policies. To ensure the provision of an efficient and cost-effective service making a positive contribution to the community and to traffic management.</p>	Salary: £24,525	Salary: £26,897	Salary: £29,268
				Requirements at this level: <p>Qualifications</p> <ul style="list-style-type: none"> Full UK Driving Licence GCSE level (Grade 4-9) including English and Maths City & Guilds qualified Level 2, or equivalent experience in parking enforcement <p>Knowledge</p> <ul style="list-style-type: none"> Good Knowledge of the Highway Code A strong understanding of local parking bylaws in Medway Knowledge of the Legislation in relation to Parking Enforcement Traffic Management 2004 <p>Experience</p> <ul style="list-style-type: none"> At least 2 years of customer service experience 	Requirements at this level in addition to level 3A: <p>Qualifications</p> <ul style="list-style-type: none"> Working towards NVQ or equivalent in Team leading/Supervising (e.g. ILM Level 3) <p>Knowledge</p> <ul style="list-style-type: none"> Good knowledge of Health and Safety General knowledge of Traffic Regulation Orders, lines and signs Good knowledge of data analysis <p>Experience</p>	Requirements at this level in addition to level 3A and 3B: <p>Qualifications</p> <ul style="list-style-type: none"> NVQ or equivalent in Team leading/Supervising (e.g. ILM Level 3) <p>Knowledge</p> <ul style="list-style-type: none"> Good knowledge of the Traffic Management Act 2004, part 6 relating to Parking Enforcement <p>Experience</p> <ul style="list-style-type: none"> Experience in carrying out 1-2-1's, regular performance appraisals and take

				<ul style="list-style-type: none"> Experience of dealing with difficult customers in a courteous and helpful way Experience of working in a pressured environment Experience of working in a Parking Enforcement environment at least 3 years. <p>Skills</p> <ul style="list-style-type: none"> Extensive skills and use of databases Ability to manage time effectively, planning own workload and setting appropriate objectives and deadlines. Ability to work alone as well as in a team environment. Ability to work accurately and keep detailed records 	<ul style="list-style-type: none"> Experience of supervising others, with the ability to provide direction and empower people to achieve objectives. Experience in producing statistics and reports for monitoring purposes <p>Skills</p> <ul style="list-style-type: none"> Ability to use written and oral communication skills to confidently present varied information in an understandable way to a range of audiences at a higher officer level such a Range 5 and above. Ability to deal with emergency situations with a calm and diplomatic manner at all times Able to work in partnerships with other organisations 	<p>responsibility for team members actions and errors</p> <ul style="list-style-type: none"> Experience of covering for the Parking Enforcement Manager Experience of implementing new contraventions Experience of planning and managing projects <p>Skills</p> <ul style="list-style-type: none"> Ability to present facts verbally to groups using presentation aids as appropriate Show sensitivity to political issues and good judgement in handling potential conflicts through anticipating, rehearsing arguments and responding appropriately Ability to be flexible and undertake a varied workload, as needs dictate. Highly motivated
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Project & Finance Technician	Range 3	Evidence of a qualification or certified training relating to the provision of finance support	<p>To provide support to the Parking Manger and Parking Enforcement & Maintenance Manager on financial related issues to ensure that all relevant deadlines and timescales are met. To ensure that an effective, efficient, and high quality of customer care is provided to members of the public.</p> <p>To provide day-to-day administrative support for the enforcement and maintenance team, including, complaints, FOI/SAR requests, the collation and management of data, documents, and information to assist colleagues in the delivery of the overall parking service.</p> <p>To act as a first point of contact for all customer enquiries, giving assistance</p>	Salary: £24,525	Salary: £26,897	Salary: £29,268
				<p>Requirements at this level:</p> <p>Qualifications</p> <ul style="list-style-type: none"> 5 GCSE's (grade 4-9) (or equivalent) including English and Maths <p>Knowledge</p> <ul style="list-style-type: none"> Knowledge of practical and procedural administrative duties required for project and service support activities <p>Experience</p> <ul style="list-style-type: none"> Experience of providing administrative support for the delivery of service activities, projects and / or project groups 	<p>Requirements at this level in addition to level 3A:</p> <p>Qualifications</p> <ul style="list-style-type: none"> Qualification or certified training relating to project support or project management (e.g APM Project Fundamentals Qualification or equivalent) <p>Knowledge</p> <ul style="list-style-type: none"> Demonstrate knowledge of financial systems, and the processing of financial transactions <p>Experience</p>	<p>Requirements at this level in addition to level 3A and 3B:</p> <p>Qualifications</p> <ul style="list-style-type: none"> Evidence of a qualification or certified training relating to the provision of finance support (e.g AAT Level 2 or equivalent) <p>Knowledge</p> <ul style="list-style-type: none"> Knowledge of parking legislation and associated policies Ability to demonstrate practical and procedural finance knowledge across Parking Services <p>Experience</p> <ul style="list-style-type: none"> Finance experience within a parking services environment for a minimum of 2 years

			where possible and ensuring sufficient and accurate information is provided.	<ul style="list-style-type: none"> Experience of using general IT packages and systems for the provision of administrative and project support duties, such as Microsoft Office programmes and in house software <p>Skills</p> <ul style="list-style-type: none"> Competent user of standard ICT packages (i.e. Word, Excel, Outlook and PowerPoint) with the ability to demonstrate the application of these systems within a project support context. Ability to work within recognised procedures Ability to undertake repeated manual calculations, other work with figures, and document checking where there is some demand for precision in the use of these skills, for example providing reports of parking data. Accountable for small expenditures (up to £10,000 each) from an agreed budget or income. 	<ul style="list-style-type: none"> Experience of supporting procurement processes, performance monitoring Experience of internal finance systems and processes. Experience of working within a busy and high pressured environment <p>Skills</p> <ul style="list-style-type: none"> Ability to use written and oral communication skills to present varied information to a range of audiences including other staff and customers. Ability to use judgemental, analytical, and creative and developmental skills to interpret information and to solve problems and develop solutions Ability to provide general information and guidance on established internal procedures in relation to finance Ability to utilise internal finance systems, communications management systems, and performance monitoring system. 	<ul style="list-style-type: none"> Experience of dealing with a range of customers Experience of providing project support for transport schemes or projects. <p>Skills</p> <ul style="list-style-type: none"> Ability to have some direct responsibility for financial resources, involving accounting for large sums of money. Ability to progress a series of activities within recognised Parking guidelines making frequent decisions without ready access to more senior officers. Excellent administrative skills, with experience of adapting services, where possible, to meet service needs and can take the initiative to work with other agencies where necessary Ability to work on your own
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Parking Enforcement Manager	Range 5	Management qualification, for example ILM Level 5	<p>To manage the day-to-day Parking Enforcement operation. Managing and developing a group of professional staff ensuring both individuals and the team perform to the best of their ability, to ensure high standards of service delivery to the public.</p> <p>To assist in the management of the Parking Enforcement Team taking responsibility for the decriminalisation of parking restrictions and moving traffic offences within the Medway area. To ensure provision of an efficient and cost-effective service making a positive contribution to the community, the</p>	Salary: £35,935	Salary: £38,775	Salary: £41,614
				<p>Requirements at this level:</p> <p>Qualifications</p> <ul style="list-style-type: none"> A minimum of 5 GCSE's (or equivalent) at grade 4-9 including English and Maths Full driving licence Management qualification, for example ILM Level 3, or extensive management experience <p>Knowledge</p> <ul style="list-style-type: none"> Ability to demonstrate practical, and procedural knowledge across 	<p>Requirements at this level in addition to level 5A:</p> <p>Qualifications</p> <ul style="list-style-type: none"> HNC or BTEC National certificate (or equivalent in an appropriate qualification).E.g. City & Guilds or NVQ Level 2 in Civil Enforcement. Working towards Management qualification, for example ILM Level 5 <p>Knowledge</p> <ul style="list-style-type: none"> Ability to demonstrate advanced knowledge of parking legislation, local parking laws, and 	<p>Requirements at this level in addition to level 5A and 5B:</p> <p>Qualifications</p> <ul style="list-style-type: none"> Management qualification, for example ILM Level 5 <p>Knowledge</p> <ul style="list-style-type: none"> Knowledge and understanding of financial and project management processes Knowledge of procurement processes and systems, and performance monitoring and evaluation

			<p>council's revenue budget and to traffic management.</p>	<p>Parking Enforcement and the recovery of Penalty Charge Notices, by providing examples of leading a Parking Enforcement team, and procedural and policy knowledge of the Traffic Management Act 2004.</p> <p>Experience</p> <ul style="list-style-type: none"> • Extensive experience of working and managing a Civil Enforcement team, in a local authority, public body or similar organisation • Experience in practising the laws and regulations in regard to Civil Enforcement e.g., Traffic Management Act 2004. • Understanding of relevant Health and Safety legislation <p>Skills</p> <ul style="list-style-type: none"> • Ability to analyse and interpret varied and complex information or situations and provide performance analysis reports, for example reporting on Penalty Charge Notice issuance, and ability to manage a shift rota. • Sound IT skills having the ability to manage in house database systems and spreadsheets to improve efficiency, for example managing the use of handheld devices, and recording use of equipment by officers. • Ability to undertake direct responsibility for the line management of others, with the ability to provide direction, empower people to achieve objectives and take responsibility for team members' actions and errors. • Ability to provide general information, advice and guidance on established internal procedures in relation to human resources. 	<p>Parking Enforcement keeping abreast of new practices.</p> <p>Experience</p> <ul style="list-style-type: none"> • Experience of liaison with external organisations to facilitate partnership working, with proven experience of political awareness and sensitivity. • Experience of having regular contact with members of the public, resident groups and elected members, which can at times place emotional demands on the job holder. <p>Skills</p> <ul style="list-style-type: none"> • Developed communication skills with the ability to present complex and sensitive information • Ability to make decisions and respond independently to problems where there are no recognised parking procedures • Ability to deal with a high level of work-related pressure, from deadlines, interruptions and conflicting demands. 	<p>Experience</p> <ul style="list-style-type: none"> • Wider experience of working within other Medway Council Parking environments demonstrated by covering for colleagues at a similar level. • Experience of working with financial procedures and budget management within a Parking environment • Experience of working in a local government setting in a position involving exposure to the public and regular contact with senior officers. <p>Skills</p> <ul style="list-style-type: none"> • Ability to have direct responsibility for financial resources, involving the payment of invoices or equivalent. • Accountable for expenditures from an agreed budget or equivalent income. • Ability to progress a series of activities within recognised parking guidelines making frequent decisions without ready access to more senior officers.
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