

Job Description

Job title	Civil Enforcement Supervisor
Directorate	PLACE : Regeneration, Community and Culture
Division	< Transport & Parking Service>
Range	MPR 3
Reports to	Parking Enforcement Manager

Main purpose of the job:

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.

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.

To patrol streets and car parks of Medway, checking regulations are being adhered to. Giving advice to the public on parking regulations and facilities, checking and issuing Penalty Charge Notices (PCNs). To comply written reports when required. To manage the day-to-day rota of the parking enforcement team and ensure efficient resources per shift.

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 Supervisor, you will be required to deputise for the Parking Enforcement Manager when required.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

Supervise the Civil Enforcement Officers ensuring that an efficient and effective service is provided at all times with adequate staff cover arrangements. The post-holder will on a day-to-day basis lead, manage and inspire their team and all Civil Enforcement Officers. Produce weekly and monthly

performance reports and verbal updates as and when required.

Keep abreast of legislation, enforcement and admin processes, procedures and standards and organisation changes within the Council in order to monitor individual performance and identify the training, development and information needs of the CEO's, reporting to the Parking Enforcement Manager as and when required

Be responsible for the performance and development of the Civil Enforcement Officers by one to one's, Performance Appraisals, coaching, training, and providing support. Hold daily team briefings, monitor performance, and take appropriate action to address under performance and recognise achievement in line with policy and procedures.

To assist with problem solving/recording faults with hand-held computers and oversee download of body worn camera evidence when required. Manage Parking Enforcement Camera operations: - CCTV Car for school keep clear markings, school street, red route, and bus lanes enforcement.

Investigate and respond to any complaints received regarding Parking Enforcement, consulting with, and reporting to the manager as and when required. Deal courteously and professionally with all telephone and personal customers, whilst supervising team members, for the benefit of the customer at all times. Function as a fantastic and leading-edge officer within the provision of a quality, award winning, and customer-focused organisation. Ensure that positive working relationships are maintained both internally and externally to required standards.

Supervise, operate, and take the necessary actions to ensure the efficient and effective use of Council information technology systems, such as the JADU, ANPR car park applications and Taranto back-office system as and when required to provide information advice and support for internal and external customers of the service. To conduct a variety of administrative functions using MS Office systems.

Undertake other duties, considered to be within the scope of the post, as required. – Maintain absence, overtime records, and communicate issues to the Parking Enforcement Manager. Take charge of Enforcement operation equipment and vehicles maintenance, uniform inventory, and reporting general maintenance issue.

Ensure that equal opportunities issues are considered on all service delivery and employment matters. This includes monitoring, planning, and implementing change and acting in accordance with the corporate objectives. Understand work volumes to ensure adequate daily cover is provided.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent 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 Parking Enforcement Manager

The post holder will have line management responsibility.

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

Working Style:

FIXED - The post holder will be permanently based at the White House, Chatham although they may be expected to work at any location across Medway.

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 including English and Maths)

City & Guilds qualified or equivalent in parking enforcement

Level B (in addition)

Working towards NVQ or equivalent in Team leading/Supervising (e.g. ILM Level 3)

Level C (in addition)

NVQ or equivalent in Team leading/Supervising

Knowledge

Level A

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

Level B (in addition)

Good knowledge of Health and Safety

General knowledge of Traffic Regulation Orders, lines and signs

Good knowledge of data analysis

Level C (in addition)

Good knowledge of the Traffic Management Act 2004, part 6 relating to Parking Enforcement



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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

Experience of working in a Parking Enforcement environment of at least 3 years

Level B (in addition)

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

Level C (in addition)

Experience in carrying out 1-2-1's and regular performance appraisals and take responsibility for team members actions and errors

Experience of covering for the Parking Enforcement Manager

Experience of implementing new contraventions

Experience of planning and managing projects

Demonstrate experience of contributing to change and listening to new ideas

Skills

Level A

Extensive IT 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.

Committed to providing a high quality of service

Ability to work accurately and keep detailed records

Level B (in addition)

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

Ability to deal with emergency situations with a calm and diplomatic manner at all times

Ability to work in partnerships with other organisations

Level C (in addition)

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.



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