

Job Description and Person Specification

Role: Civil Enforcement Officer



Job Description

Job Title	Civil Enforcement Officer (Parking)
Grade	G4
Service	Transport & Highways
Reports to	Parking Supervisor
Location	Based at Council House, Deployed City Wide
Job Evaluation Code	C6758D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

To provide professional, efficient and effective on / off-street parking enforcement and associated parking services. To ensure that services are provided to a consistently high standard in accordance with the Council's objectives, policies, relevant legislation, operational plans and procedures.

To minimise illegal parking, encourage considerate parking, improve traffic conditions, maintain parking facilities, minimise the risks of accidents, improve pedestrian and cycle mobility and safeguard the needs and requirements of our stakeholders

Civil Enforcement Officers are officially uniformed staff patrolling the highways and car parks. They are therefore important ambassadors for Coventry City Council. The post holder is responsible for ensuring safe parking and the effective operation of car parking facilities together with compliance of statutory regulations, and will follow detailed requirements and obligations related to the enforcement function of this service.

A substantial amount of the post holder's time will involve lone working and will require effective and responsive decision making, without the support of their immediate line manager. This will involve the consideration of external factors that may influence their course of action.

The post holder's actions will impact on the operations of the Notice Processing staff and this must be taken into consideration when dealing with all members of the public to ensure that they are dealt with in an appropriate manner.

Main Duties & Key Accountabilities

Core Knowledge

- To enforce parking regulations in accordance with the Traffic Management Act 2004 in a professional, consistent, accurate and fair manner.
- Deputise for Team Leader (Parking Operations) during their absences as requested.
- Undertake uniformed patrols of on-street and off-street parking areas, either individually or as part of a team as appropriate. Patrols may be undertaken on foot or by vehicle or as an onboard Civil Enforcement Officer in a removal vehicle, according to instructions.
- Identify infringements and contraventions of appropriate regulations (which include, but not limited to, Road Traffic Act 1991, Traffic Management Act 2004 and Clean Neighbourhood & Environment Act 2005) and undertake enforcement activities as required.
- Monitor vehicle parking in order to identify vehicles that are in contravention of parking regulations and where necessary, to accurately and efficiently issue Penalty Charge Notices using manual or computerised systems.

- Operate work equipment (including but not limited to two-way radios, mobile phones, handheld computers, portable printers, digital cameras) in order to undertake duties efficiently, effectively and safely.
- Collate quality information, including photographic evidence, and accurately maintain a record of observations in order to support and justify issuing Penalty Charge Notices.⁸ Identify and report any suspected abandoned vehicles, vehicles with no valid tax disc, or misuse of Disabled Blue Badges to the appropriate person or Agency.
- In accordance with the correct procedures liaise with the appropriate person or Agency to recommend the removal or immobilisation of vehicles.
- Operate and monitor car park access control equipment (e.g. barriers, intercoms, CCTV cameras etc.) in order to maintain effective operations and security.
- Record and issue Penalty Charge Notices using CCTV cameras and other "Approved Devices".
- Act as a first point of contact to members of the public and where necessary advise and assist with their enquiries. Provide advice to the public on how to make formal complaints to the Council.
- At the start of the shift and during patrols, perform checks of on / off street parking equipment and work equipment to ensure that it is operating correctly. Undertake basic maintenance, checks and minor repairs where necessary and appropriate (e.g. clearing coin jams, ticket replenishment etc.) Where required, "bag out" or attach an "Out of Order" notice to any faulty equipment. Obtain and retain test tickets from payment machines to evidence that the equipment is operational.
- Report any defective on / off street parking equipment and work equipment to the Team Leader for further action and repair.
- Patrol and inspect car parks whilst on patrol and check that areas are clean and free of any objects that are dangerous or a potential hazard to users of the car park. Complete inspection logs and record any observations / findings.
- Open, close, lock and secure car parks and pedestrian access routes as required.
- Provide cover for Car Park Attendants as and when required.
- Control access and security to car parks as a "static guard" where required by operating barriers, checking parking passes and recording visitor details as necessary.
- Check that parking signs, traffic signs and road markings are not missing, inaccurate, damaged or defective.
- Report any defects, inaccuracies, damage or missing signs and road markings to the Team Leader for further action and repair.
- To be responsible for the downloading of data from Handheld Computers and Digital cameras.
- Issue warning notices and other parking information leaflets as required.
- Operate the two-way radio to maintain regular contact with the operational base and other staff for operational purposes and of personal security ensuring that correct radio procedures are followed at all times.
- Maintain a pocket log and record all daily activities. Make and provide witness statements in accordance with policies and the correct procedures for issuing "Regulation 10 Penalty Charge Notices" that are issued by post.
- In exceptional circumstances, attend adjudication hearings and / or Court.
- Provide assistance to the police in regard to any criminal parking activity or other parking enforcement initiatives.
- 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.
- To assist in the training of new employees.²⁷ Duties necessitate working to a rota as well as variable working hours on weekdays and during weekends, evenings, night times and Bank Holidays. Overtime working may be required on an ad hoc basis.

- To drive a Council vehicle or use other forms of transport when appropriate to carry out duties effectively. Ensure that vehicles are maintained in an effective working order. Ensure that all Council vehicles are operated in accordance with the defined Code of Practice for Drivers.
- To strive to achieve the objectives set in your personal appraisal including meeting (or helping others to meet) Corporate and Service Targets.
- To undertake effective liaison with other areas of the Council and external agencies as required.
- Ensure that all work undertaken complies with the relevant Code of Practice and is in accordance with Council and statutory requirements, and play a responsible role in relation to health and safety, welfare and discipline within the Parking Services Unit.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Members of the public Local Businesses	Internal All Council Departments Councillors
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: N/A

Person specification

Job Evaluation Code	C6758D
Knowledge	
Parking enforcement regulations	
Health and safety working practices and policies	
Skills and Abilities	
Good verbal communication skills to be able to communicate tactfully and effectively with the public and deal with difficult or confrontational situations	
Good written communication in order to complete log books and witness statements legibly, quickly and concisely	
Ability to write basic statements concerning parking enforcement tickets	
Able to work as a team member	
Ability to make effective and responsive decisions in the absence of line manager	
Observant and accurate in recording information	
Able to demonstrate an aptitude and commitment to dealing with the public	
Able to demonstrate an aptitude for using information technology	
Able to demonstrate an understanding of commitment to equal opportunities	
A willingness to gain a knowledge and understanding of the regulations on parking enforcement and other appropriate regulations such as nuisance parking	
A willingness to be trained or capable of being trained to NVQ standard in parking enforcement and other appropriate areas	
Experience	
Previous experience of working with the public	
Qualifications	
First aid qualification or a willingness to be trained to achieve the qualification	

Special Requirements

- Physically fit and mobile Able to patrol on foot and walk approx. 8 miles per day
- Hold a clean driving licence and be able to use a vehicle to attend enforcement sites as and when required
- Able to work outside in all weathers
- Able to work rotating shift patterns, unsocial hours, weekends and Bank Holidays

Date Created

March 2022

Date Reviewed

July 2023