

# Job Description and Person Specification

Role: Civil Enforcement Officer (Parking)



# Job Description

<b>Job Title</b>	Civil Enforcement Officer (Parking)
<b>Grade</b>	G4
<b>Service</b>	Parking
<b>Reports to</b>	Parking Supervisor
<b>Location</b>	Council House
<b>Job Evaluation Code</b>	



# 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

1. 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.
2. 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.

## 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 Supervisors (Parking Operations) during their absences or as required to maintain operational cover.
- 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 on-board 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.
- Identify and report any suspected abandoned vehicles, vehicles with no valid tax, or misuse of Disabled Blue Badges to the appropriate person or Agency.

- Assist other agencies in enforcement initiatives to tackle the misuse and abuse of Disabled Blue Badges. Inspect Disabled Blue Badges retaining them where necessary in line with the correct powers and procedures,
- Liaise with the appropriate person or Agency to recommend the removal or immobilisation of vehicles in accordance with the correct procedures.
- Operate and monitor car park access control equipment (e.g. barriers, intercoms, CCTV cameras etc.) in order to maintain effective operations and security.
- Be responsible for collecting and handling small amounts of cash as a result of clearing coin jams from payment machines, ensuring that all money is accounted for in accordance with the corporate procedures.
- 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 first line maintenance checks and other repairs to on and off-street parking equipment where necessary and appropriate (e.g. clearing coin or ticket jams, ticket replenishment, replacing barriers and batteries, cleaning coin validators 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 Parking Supervisor for further action and repair.
- Patrol and inspect car parks whilst on patrol checking that areas are clean and free of any objects that are dangerous. Identify potential safety hazards 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.
- 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 Parking Supervisor 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.
- 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.
- To assist in the training of new employees.
- To drive a Council fleet car or use other forms of transport (e.g. mopeds or bicycles) 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 liaise with other areas of the Council and external agencies as required.
- Any other duties and responsibilities within the range of the salary grade.

## Key relationships

<b>External</b> Members of the public	<b>Internal</b> Parking Services and Council employees
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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:

<b>Staff managed by postholder:</b> Not Applicable
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## Person specification

<b>Job Evaluation Code</b>	C6785D
<b>Knowledge</b>	
Parking enforcement regulations	
Health and safety working practices and policies	
<b>Skills and Abilities</b>	
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	
The ability to deal with challenging, confrontational and difficult situations, in a professional manner	
Able to demonstrate an aptitude for using information technology	
A willingness to gain a knowledge and understanding of the regulations on parking enforcement and other appropriate regulations such as nuisance parking	
<b>Experience</b>	
Previous experience of working with the public	
<b>Qualifications</b>	
First aid qualification or a willingness to be trained to achieve the qualification	
<b>Special Requirements</b>	
Able to patrol on foot and walk approx. 12 miles per day	
Able to work outside in all weathers	
Able to work rotating shift patterns, unsocial hours, weekends and Bank	



<b>Date Created</b>	August 2024	<b>Date Reviewed</b>	
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