



Coventry City Council

## Job Description

<b>Job Title:</b>	CCTV Enforcement Officer	<b>Job Number:</b>	A5667
<b>Service:</b>	Parking	<b>Grade:</b>	G4
<b>Location:</b>	Council Buildings or Work from Home		

### 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.

### Job Purpose:

Under the general direction of the Parking Services Supervisors and in line with the relevant legislation, Code of Practice, policies, and procedures, carry out enforcement of parking and traffic contraventions to minimise congestion and disruption on the highway network, using CCTV camera enforcement systems.

### Main Duties and Responsibilities:

1. Review and analyse video footage from CCTV and ANPR enforcement cameras, in the detection of parking, bus lane and traffic contraventions.
2. Process video images and input data to issue penalty charge notices and enforcement notices where required in line with the Council's civil enforcement powers and responsibilities.
3. To operate ICT systems that capture and process contraventions and issue penalty charges notices, relating to the enforcement of parking, bus lanes and other moving traffic offences.
4. Undertake regular system checks of the camera equipment ensuring that it is fully operational. Report any defects in a timely manner and liaise with suppliers as necessary to resolve issues and minimise system downtime.
5. Liaise with internal and external stakeholders to ensure that accurate vehicle 'white lists' of exempted vehicles are maintained, and that system databases are updated regularly.

6. Undertake regular checks of the on-street infrastructure (e.g. traffic signs and road-markings) to ensure that restrictions are fully enforceable, reporting any defects in a timely manner.
7. Complete Authorised Officer Witness Statements as and when requested by the Parking Appeals Team, in order to confirm the validity and integrity of CCTV evidence packs that are submitted to the Traffic Penalty Tribunal as part of the appeals process.
8. Carry out administrative duties including compiling and monitoring records, photocopying, relaying enquiries and messages, producing basic system reports and the distribution of documents.
9. Ensure that work is processed and completed within the relevant legislative timescales and with due regard to operational procedures, protocols and policies relating to the Acceptable use of ICT and with due regard to current legislation, including the Data Protection Act 2018 and Codes of Practice.
10. To work in a team environment and on own initiative in organising and prioritising workloads to meet deadlines and specific targets.
11. To exercise care in handling, processing, operating and safeguarding any equipment or data under the Council's control.
12. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected

- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

**Responsible for:** n/a

**Responsible to:** Parking Supervisors

**Date Reviewed:** September 2022

**Updated:** September 2022



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## Person Specification

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Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• Basic awareness of current legislation in relation to traffic and parking enforcement.</li></ul>
	<ul style="list-style-type: none"><li>• Understanding of the relevant Code of Practice regarding the use of CCTV camera enforcement systems.</li></ul>
	<ul style="list-style-type: none"><li>• Detailed knowledge of the Data Protection Act 2018 / GDPR and the requirements for operating, processing, storing and controlling personal data.</li></ul>
	<ul style="list-style-type: none"><li>• Understanding of the legislation, regulations and operational procedures in relation to civil parking enforcement, bus lane enforcement and the enforcement of traffic contraventions.</li></ul>
	<ul style="list-style-type: none"><li>• Information and communication technologies, including Microsoft software, word processing, spreadsheets, databases.</li></ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Ability to analyse enforcement data by identifying potential contraventions and initiating processes leading to the issuing of Penalty Charge Notices</li></ul>
	<ul style="list-style-type: none"><li>• To be computer literate and to operate computer systems and applications including word processing, spread sheets and databases.</li></ul>
	<ul style="list-style-type: none"><li>• To follow strict procedures.</li></ul>
	<ul style="list-style-type: none"><li>• To work with minimum supervision</li></ul>
	<ul style="list-style-type: none"><li>• Ability to write basic statements concerning penalty charge notices.</li></ul>
	<ul style="list-style-type: none"><li>• A willingness to be trained or capable of being trained to BTEC or NVQ standard in traffic enforcement and other appropriate areas.</li></ul>
	<ul style="list-style-type: none"><li>• To organise, prioritise and manage workloads.</li></ul>
	<ul style="list-style-type: none"><li>• To pay close attention to detail and accuracy</li></ul>

<b>Experience:</b>	<ul style="list-style-type: none"><li>• Working with computer systems and applications.</li></ul>
	<ul style="list-style-type: none"><li>• Data inputting</li></ul>
	<ul style="list-style-type: none"><li>• Prioritising workloads to meet tight deadlines</li></ul>

<b>Educational:</b>	<ul style="list-style-type: none"><li>• General literacy to a level to read and understand procedural manuals.</li></ul>
	<ul style="list-style-type: none"><li>• Be prepared to undertake training relevant to the post.</li></ul>

**Special  
Requirements:**

- N/a

**Date Reviewed:****Updated:** September 2022