

Job Description and Specification



Working for a brighter future together

Job Title: Civil Enforcement Officer

Reference: FAFG4143

Service: Parking

Grade: 6

Reports to: Civil Enforcement Supervisor

Location: Across the borough

DBS Requirement: Yes - Enhanced

Your job

To observe and enforce parking controls in a fair, accurate and consistent manner within the civil enforcement area according to the regulations laid out in the Traffic Management Act 2004, ensuring traffic is free flowing and addressing the main and most important causes of obstruction resulting in congestion, safety, and accessibility issues. This will include all Parking Services business improvements such as Fixed Penalty Notices as a result of the introduction of moving traffic offences, anti-engine idling and littering from vehicles

To act as ambassadors for the council and be the first point of contact for our visitors, shoppers, residents, businesses, workers, and commuters. Educating motorists/members of the public and all other stakeholders by explaining parking regulations, where to park safely and legally and provide advice and guidance on the provision of parking facilities. To issue Penalty Charge Notices accurately and reliably to an individual value of £50 - £70 per contravention and Fixed Penalty Notices ranging from £50 - £100 per offence. They will issue a multiple number of these per day up to 7 days per week. To ensure all fines issued are of a high standard and be defensible when scrutinised by internal and external bodies such as the Notice Processing Team, Traffic Penalty Tribunal, other Tribunals and courts.

To ensure that all 127+ pay and display machines across our 116+ car parks are in full working order, fixing intermittent faults such as paper jams and re-stock machines to maintain, secure and improve the Council's revenue stream. To be responsible for the safe transportation of cash taken from machines when a fault has been identified at a value ranging up to £2000.00. Escalate any issues with street furniture including signage, lines, potholes, overhanging foliage, lighting issues and all general health, wellbeing, and safety issues for immediate rectification.

To monitor, report and enforce the misuse and abuse of the Blue Badge Scheme. To enforce parking services business improvements such as moving traffic offences, anti-engine idling, and littering from vehicles. To be responsible for the correct use of high specification technology including body worn video, Blue Badge Information System, man down devices, Parkmap (electronic highways mapping), B4B (ERP4), Taranto, android devices, printers, laptops and other peripherals

In this job you will

1. To be responsible for carrying out the designated daily beat and to dynamically risk assess ensuring maximum efficiency and cost effectiveness in respect of arriving at, patrolling, and

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enforcing of all relevant contraventions as defined in the Traffic management Act 2004 both on and off-street. To accurately collate and record prima facie evidence including photographs and electronic notes to support any appeal and those that progress to be heard at the Traffic Penalty Tribunal (TPT). To include acting as a witness at an independent tribunal (TPT). To provide comprehensive witness statements in support of incidents encountered during daily duties which could lead to prosecution. Plan each daily patrol effectively as an independent lone worker and include highlighted areas of concern. To be responsive to immediate and short-term changes (due to sickness/service requirements). To act upon the daily fault reports for the councils 127+ pay and display machines undertaking rectification where necessary and able and ensure they are stocked and replenished to protect a seamless and robust Council revenue stream. To report immediately any machine faults which you are unable to rectify to your supervisor.

2. The job holder is responsible for all equipment assigned, including hand-held technology, mobile printers, specialized service specific PPE including but not limited to Body Worn Video devices and man down lone worker devices, ensuring that they are in full working order and ready for operational use. To report immediately any defective equipment. To be responsible for the health and safety of the job holder as a predominantly independent lone worker and others, including identifying appropriate health and safety training.
3. To supply help and advice to queries from all members of the public on a whole range of Council and parking related issues. To engage with a number of local communities and agencies including the Police, finding solutions, establishing advisory/educational links with agencies, community/voluntary groups/town/parish councils/schools/faith establishments and local Ward Members. Embracing the frontline ambassadorial role, you will be the first point of contact adopting the Councils Open, Fair, and Green corporate objectives and core FIRST values and behaviors. To work with a whole range of stakeholders, including Schools, Police, Fire and Rescue Service and Town and Parish Councils to better direct enforcement activities to support our towns and communities.
4. To be a keyholder and responsible for the security when opening and closing of council and third party owned buildings and assets - including multi-story car parks, electronic shutters, and height barriers. Open and close pedestrian zone barrier gates at specified times. Activate and deactivate elevators to fully comply with health and safety procedures. Responsible for the deactivation of fire alarms on multistorey car parks to include site inspection and to be reported immediately to your supervisor. To activate/deactivate council owned buildings alarm systems (Macclesfield Town Hall/Municipal Buildings) outside of normal working hours.
5. To deliver and influence through knowledge, the training of new starters on their probation to include job shadowing, mentoring and to feedback to supervisors on their performance.
6. To monitor, report and enforce the misuse of the Governments Blue Badge scheme including the identification and checking of potential counterfeit and forged Blue Badges and the use of them by those not entitled e.g., expired, deceased. To execute the powers to inspect and confiscate/retain Blue Badges and to educate the motorist & public on the correct use of the scheme. To provide comprehensive witness statements in support of potential Blue Badge fraud which could lead to criminal prosecution. The job holder will be responsible for accessing the Blue Badge Information System.
7. Act as “eyes” and “ears” for the council ensuring that any defects to lines and signs are reported, again taking photographs, and making short reports in a designated format to enable repairs to be carried out, with the minimum of investigation by the maintenance team. To report back on any surface maintenance issues such as potholes and unsafe brick work, bollards, and walls to minimise insurance claims from slips, trips, falls and vehicular damage. In carrying out these duties the job holder will be responsible for accessing and the interpretation of the councils electronic traffic regulation order mapping system.

The job holder may be required at any time to undertake any work up to and/or at a level consistent with existing responsibilities. These tasks may be at any location in Cheshire East, to ensure the effective deployment of labour, materials, transport and equipment to meet daily service requirements.

In this job you will need

CRITERIA	DESIRABLE	ESSENTIAL	METHOD OF ASSESSMENT
Qualifications	<p>Witness statement/Police Pocketbook training</p> <p>City and Guilds NVQ level 2 in Parking Enforcement</p> <p>City & Guilds NVQ level 3 in Notice Processing.</p> <p>Specialised Customer Service qualification for f2f interactions with the public</p> <p>A current, valid UK driving licence</p> <p>ECDL</p>	<p>Job requires predominantly practical and procedural knowledge in the area of civil parking enforcement regulations. This includes detailed knowledge of how tasks need to be undertaken and situations managed by the job-holder.</p> <p>GCSE level qualifications, or equivalent, including Maths and English (grades A-C minimum)</p>	<p>Application form</p> <p>Certificates</p> <p>Interview</p>
Experience	<p>Previous CEO experience or enforcement experience or SIA (Security Industry Authority) experience – licensed security operative.</p>	<p>Physical fitness appropriate for undertaking extensive on-foot patrols on a daily basis</p>	<p>Application form</p> <p>Certificates</p> <p>Interview</p>

	<p>Experience in working within a diverse team and a pressurised environment</p> <p>Experience in dealing with vulnerable people</p>	<p>Customer service experience, including direct customer contact in a stressful environment</p> <p>Working in extreme adverse weather in all terrains</p> <p>Excellent verbal and written communication</p>	
<p>Technical, Specialist or Job Related Knowledge</p>	<p>Interpretation of law, and the enforcement of legislation/regulations</p> <p>In-depth knowledge of Consolidated Orders, Traffic Regulation Orders, Traffic signs and on-street restrictions</p> <p>Detailed knowledge and understanding of parking systems and meter telemetry</p> <p>Knowledge of PRIME (H&S system).</p> <p>First Aid (relevant workplace HSE qualification)</p> <p>To be able to make clear and concise notes of a</p>	<p>Knowledge of the Highway Code and how it relates to parking contraventions, lines, and signs</p> <p>Knowledge of the national regulations relating to parking enforcement under the Traffic Management Act, particularly statutory contraventions on-street and off-street (car parks).</p> <p>High level of knowledge and experience in dealing with the public in difficult and sometimes highly emotive and violent situations</p> <p>Experience of independent front line working, particularly when dealing with aggressive and demanding situations when being questioned face to face by the public.</p>	<p>Application form</p> <p>Certificates</p> <p>Interview</p>

	<p>standard compatible with evidence at a tribunal and Magistrates/Crown court.</p> <p>Governments Blue Badge scheme</p> <p>Fly tipping/Fly posting/littering from vehicles/engine idling/new Moving Traffic Violations</p> <p>Appearances in a court or tribunal supporting evidence and witness statements</p>		
<p>Theories, Techniques, Concepts</p>	<p>Conflict management, breakaway techniques</p> <p>De-escalation intervention</p> <p>Development of strategies and enforcement protocols</p>	<p>Ability to work flexibility across numerous sites within Cheshire East, including work-related travel as needed by the service.</p> <p>Customer service, standards and best practice</p> <p>Must have excellent communication skills to help customer understand statutory process</p>	<p>Application form</p> <p>Certificates</p> <p>Interview</p>
<p>Procedures, Policies, Legislation,</p>	<p>Detailed knowledge of Traffic Management Act 2004, , Corporate</p>	<p>Working knowledge of the geographical area</p>	<p>Application form</p> <p>Certificates</p> <p>Interview</p>

<p>Organisational Structures</p>	<p>Enforcement Policy, TSRGD 2016</p> <p>National Blue Badge Database</p> <p>Knowledge of and legislative understanding of Section 6 of the TMA – Moving Traffic Violations</p> <p>Detailed knowledge of the Council’s Customer Charter and the cultures and behaviours</p>		
<p>Skills and Aptitudes</p> <p><i>(e.g. Operation of Equipment and Machinery, Languages, inc. Foreign and Sign Language)</i></p>	<p>Basic knowledge of the operation of pay and display machines</p> <p>To be competent in the use of body worn video devices, Man down devices</p> <p>Working knowledge of Microsoft Office applications (e.g., Word, Excel, Outlook) or equivalent, and/or databases</p>	<p>To be able to enter and retrieve accurate data and photographs onto handheld devices</p> <p>Literacy and numeracy skills</p> <p>Communicate effectively verbally face to face and over the phone</p> <p>Remain resilient</p> <p>Tact, diplomacy and patient approach to customer service</p> <p>Ability to manage customer-facing conversations relating to parking contraventions when on-street patrols. Often having to manage conversations that are taking place in the context of anger, animosity</p>	<p>Application Form References Interview</p>

		and frustration from recipients of a PCN.	
Other Requirements		<p>The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post</p> <p>Flexible approach to work including weekend, bank holidays, early mornings, and evenings.</p> <p>Willingness and ability to travel throughout the borough</p> <p>Access to own vehicle (mileage paid)</p> <p>DBS enhanced which will be undertaken on successful offer of employment by the Council.</p>	

Our culture

For us, it is not just about our achievements as an organisation, but about how we do it. At Cheshire East Council we are working for a brighter future together –

- **We have a shared purpose**
- **We are supported and well led**
- **We are treated fairly and highly valued**
- **We succeed together**

This is all underpinned in our employee deal and everyone is expected to uphold their commitments by living by our values and demonstrating our behaviours.

Our values

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Flexibility: adaptable, open to learning and resilient

Innovation: creative, challenges convention and always looks to improve

Responsibility: delivers on promises, efficient and has integrity

Service: listens, delivers quality, is reliable and enables others

Teamwork: respectful, inclusive and contributes at all levels

Our COMMITMENT

Shared purpose

- Provide a safe and positive working environment
- Setting clear performance objectives with realistic timescales for delivery
- Having fair and efficient policies and procedures in place and applying them consistently
- Listen, respond and act appropriately when you tell us about something that is inappropriate or wrong

Well led

- Provide honest, respectful and responsible leadership
- Be fair, consistent and timely in our decision making
- Work with you, enabling you to do your best work every day with the right resources, tools and technology

Valued people

- Have regular, useful team meetings, keep you informed and provide an opportunity for everyone to share their views
- Treat you as individuals, be respectful, flexible and supportive
- Care for your health and well-being
- Provide you with regular, meaningful and constructive feedback on your performance through one-to-ones and performance review meetings

Succeeding together

- Offer you opportunities for learning and developing
- Recognise and value your hard work and contribution
- Work together as one team and one council to deliver the best service for our customers and communities

Your COMMITMENT

Shared purpose

- Bring a positive and can do attitude into work
- Be proactive and always responsive to our customers and communities
- Work responsibly and ask for help if you need it
- Tell us if you see or experience anything that is inappropriate or wrong

Well led

- Be honest and reliable
- Get involved, keep informed, make suggestions and share your ideas
- Embrace technology and new ways of working

Valued people

- Participate fully and make helpful contributions to team meetings
- Be respectful of others and work flexibly and collaboratively with colleagues and partners
- Care for your health and well-being enabling you to maximise your attendance at work
- Value helpful constructive feedback and act upon it

Succeeding together

- Take the opportunity to learn and develop
- Be supportive and appreciate others
- Work together as one team and one council to deliver the best service for our customers and communities

Working for a brighter future together

