**Gravesham Borough Council**

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| Division: | Communities & Inclusive Growth |
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| Department: | Parking |
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| Post Title: | Civil Enforcement Officer |
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| Grade: | 4 |
|  |  |
| Hours | 37 |
|  |  |
| Responsible to: | Senior Civil Enforcement Officer |

This job description is intended as a working document only, giving a guideline to the major tasks to be performed. It is anticipated that the post will develop as working practices change in order to meet the demands of the service, new legislation or policies of the council. It is expected the post holder will contribute to and assist in the development of such changes.

**Job Description**

**Job summary**

Working shifts between 6am and 9pm, five days a week including weekends, you will carry out the enforcement of parking restrictions throughout the Borough both on public highway and Council operated car parks by issuing Penalty Charge Notice’s (PCN’s) under the Traffic Management Act 2004.

**Main responsibilities**

* To patrol and inspect set on-street parking areas, off street Council operated car parks in accordance with Council’s policies, codes of practice and Traffic Management Act 2004
* Issue Penalty Charge Notices (PCN’s) to vehicles found to be contravention the relevant traffic regulation order (TRO) using a hand held computer (HHC) or hand written PCN’s
* Ensure that the issue of PCN’s is completed accurately and in accordance with the relevant legislation
* To collate relevant evidence to uphold the contravention as stipulated within the legislation, such as observation notes and photographic evidence
* Assist members of the public with basic queries relating to parking
* Monitor condition of signs / lines both on and off street and report any defects to designated officer
* Perform daily checks to the on and off street pay and display machines to ensure they are in working order, and reporting major faults to the Senior Civil Enforcement Officer
* Undertake basic, routine repairs to machines found to be out of order, which will include ticket replenishment, coins jams etc
* Remain in hourly contact with supervisor either via radio or telephone
* To be responsible in the transfer of information from the HHC to the central parking system, reporting any faults that may be flagged
* Report and action offences in respect of Vehicle Excise License expires and abandoned vehicles by reporting to the relevant department
* Report suspected fraudulent activity of Blue Badge use to the relevant authority
* Liaise with key partners to assist in delivering special parking projects
* Assist with any parking data collating exercises / survey as directed by the Parking Manager.

**General**

To carry out such other duties as may be required of you, commensurate with the grade and level of responsibility, as directed by management.

To participate as required in the Council’s Emergency Planning Operations which may involve duties outside the post holder’s normal job description and contracted hours. In the event that an incident has occurred which disrupts the council’s ability to deliver its critical functions, the post holder will be expected to participate in the recovery stage which may include undertaking duties within the post holder’s competencies in other departments and/or at other locations.

A commitment and contribution to the Council’s Equal Opportunities Policy is an essential requirement of the post.

The post holder will carry out all duties and activities having regard to the provisions of the Health and Safety at Work Act 1974, and in accordance with any instructions from senior members of staff under that Act or any Council or Departmental Codes of Practice or Procedures.

The post holder will comply with Statute and Council Policy in all respects.

An awareness and commitment to section 17 which places a statutory duty on police and local authorities to work in partnership to reduce crime and promote community safety. It is also required that community safety is to be a thread running through all functions of the LA

A commitment to excellent customer service and the values of the Council

**Person Specification**

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| Characteristic | Specification | |
| ESSENTIAL | DESIRABLE |
| SKILLS/ABILITIES (Specific skills and abilities required to undertake the duties) | Literate and Numerate.  Able to deal with possible hostility and aggression from the public.  Ability to manage their own time.  Good communication skills.  Good customer service skills.  Full UK driving licence |  |
| KNOWLEDGE (Particular knowledge which will be necessary to perform the work effectively, e.g., of specific legislation or regulations) | General knowledge of the Parking Industry. | Some knowledge of restrictions for drivers.  Familiar with local area to provide assistance or give directions to public. |
| QUALIFICATION / TRAINING (Educational/vocational qualifications and other training)  Verification will be required |  | NVQ trained in being a Civil Enforcement Officer |
| EXPERIENCE (Level and type of previous experience) | Experience of working in a public facing role | Parking enforcement experience with another authority or parking / civil enforcement provider. |
| QUALITIES(Particular qualities necessary to carry out the works, e.g., ability to work under pressure or work co-operatively in a team) | Able to work under pressure.  To work on own initiative.  Good team player.  Observant and accurate |  |
| SPECIAL CONDITIONS(e.g., willingness to work unsocial hours or wear a uniform) | Commitment to equal  Opportunities  Position requires full DBS clearance  Must wear a uniform including a hat  This is an outdoor role in all weather for the duration of the shift.  You will be required to work on a 7-day shift pattern including early starts and late finishes.  Good level of fitness needed |  |