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| Job Description |  |

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| **Job Title:** Civil Enforcement Officer | **Service Area**: Parking Service | |
| Directorate: Environment and Sustainable Transport | **Post Number:**  FROM TRENT | **Evaluation Number:**  FROM HRMI SYSTEM |
| **Grade:**  SC5 | **Date last updated:**  June 2020 | |

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| **EQUALITY AND DIVERSITY** |
| We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work. |
| **PROTECTING OUR STAFF AND SERVICES** |
| Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately. |

**Overall Purpose of Job**

Responsible for carrying out parking enforcement in line with the regulations set out in the Traffic Management Act 2004 and associated legislation. Enforcement will be for on and off street parking as well as removal of vehicles from the highway to the vehicle pound.

**Job Context**

The post holder reports to the Enforcement Team Leader.

1. The post holder has no line management responsibility.
2. The post holder has no budget responsibility.
3. The post holder will be required to work evenings, weekends and public holidays in order to meet service requirements.
4. The post holder will be required to wear a uniform and to ensure that all staff adhere to this dress code.

**Key Tasks and Accountabilities:**

1. Enforce on and off street parking controls as well as removal of vehicles from the highway to the vehicle pound in accordance with Council policies and procedures.
2. Issue Penalty Charge Notices in line with the regulations set out in the Traffic Management Act (2004) and associated legislation.
3. Patrol as directed by the parking service.
4. Input and record all parking contraventions committed into the Hand Held (HH) Computer and ensure Pocket Book is documented correctly as this may be used in cases of adjudication.
5. Ensure that issued equipment is maintained and fully functional reporting immediately any defects and / or taking corrective action in instances of non-functional equipment.
6. Maintain the highest standard of personal hygiene and appearance at all times ensuring uniform is clean and smart in appearance when on duty.
7. Communicate in a professional and courteous manner when dealing with members of the general public, ensuring the customer is at the heart of everything you do.
8. To be physically fit to walk up to 10 miles a day, use bicycles and mopeds to patrol parking controls across the borough.
9. To be resilient and able to handle difficult situations and conversations, as the role entails verbal and physical abuse on occasions.
10. To be a team player and support and assist colleagues whilst on duty.
11. Report incorrect street furniture, signs and line relating to parking enforcement.
12. Communicate clearly using standard radio procedures whilst carrying out your duties.
13. Complete the relevant documentation in accordance with Council Policies and Procedures.
14. Complete the specified training programme as part of your day-to-day duties.
15. Be required to be aware of legislative and other changes.
16. Contribute to corporate initiatives as and when required.
17. Undertake any other duties consistent with the nature and grade of the post as necessary or as requested
18. All staff will participate in a weekly rota of 5 days over a seven day working week, and may also be required to work over-night.

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| Personal Specification |  |

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| IMPORTANT INFORMATION FOR APPLICANTS |
| The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible. |

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| **CRITERIA** | **METHOD OF ASSESSMENT** |
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| **KNOWLEDGE:**  Understanding of Civil Enforcement legislation (Traffic management Act 2004) an advantage but not essential and training will be provided  A Driving licence a benefit but not a necessity | Application Form / Interview  Application Form / Interview |
| **EXPERIENCE:**  Experience of working in a customer facing role  Experience of being a strong team player | Application Form / Interview  Application Form / Interview |
| **SKILLS AND ABILITIES:**  Ability to operate a handheld computer  Strong interpersonal and communication skills  Ability to write simple reports and complete pocket book notes  Ability to patrol as directed within the local area  Ability to work in a confrontational environment and be resilient and able to handle difficult conversations  This role will be field-based , so a willingness to work outside in all weathers is essential.  The opportunity to carry out duties on an electric bicycle or moped may be presented and therefore, a provisional driving licence would be desirable although not a necessity. | Application Form / Interview  Application Form / Interview  Application Form / Interview  Application Form / Interview  Application Form / Interview  Application Form / Interview  Application Form / Interview |
| **PERSONAL STYLE AND BEHAVIOUR:**  Ability to;   * Act with integrity * Communicate openly and transparently * Take responsibility * Treat people fairly and consistently * Include everyone in our diverse community * Stand up to injustice and discrimination * Work hard to make Newham better for everyone * Think creatively to find new solutions * Committed to learning and improving * Treat people with courtesy and compassion * Welcome other people’s ideas and perspectives * Consider how our behaviour impacts on others * Have a one Council, one team, approach * Collaborate and coproduce to achieve results * Trust, appreciate, and constructively challenge each other | Application Form/Interview |
| **OTHER SPECIAL REQUIREMENTS:**  Willingness and ability to work evenings and weekends to maintain service delivery.  Some of the duties undertaken by this post will require the post holder to have a full current driving licence, and be willing to drive a Council vehicle after completing a Council driving test.  This post is subject to a [standard/enhanced] DBS check.  This post is exempt from The Rehabilitation of Offenders Act (1974). | Application Form/Interview  Application Form/Interview/Test  Satisfactory clearance at conditional offer stage  Application Form |