



<b>Job Title:</b> Civil Enforcement Officer	<b>Role Profile Number:</b> SBC_10575
<b>Grade:</b> CFL 4	<b>Date Prepared:</b>
<b>Directorate/Group:</b> Operations	<b>Reporting to:</b> Parking Team Leader
<b>Structure Chart attached:</b>	

### **Job Purpose**

- Enforcement of on and off street parking. Ensuring that the regulations and policies governing parking enforcement are correctly carried out, in line with the Road Traffic Act 1991 & the Traffic Management Act 2004, the Manual for Parking Attendants, and the 9001 procedures and work instructions.
- To challenge the behaviour of people who are responsible for 'Envirocrime' (principally Fly tipping, Incorrect Waste Presentation, Fly posting, Graffiti, Littering and dog Fouling/Straying.
- To work 37 hours per week, Monday to Sunday, including bank holidays on a rota basis, between the hours of 06.00 a.m. and 11.00 p.m.
- To work in accordance to Swindon Borough Council's code of conduct.

Uniform provided. Company vehicles may be available. Some overtime may be available

## **Key Accountabilities**

- Issue Penalty Charge notices [PCN's ] to vehicles contravening the Traffic Regulation Orders in accordance with the 1991 Road Traffic Act & Traffic Management Act 2004 [decriminalised parking]. Checking handheld equipment to check for payments using Pay by Phone. Record all details of the contravention, including conversations with members of the public, and lines and signs condition relating to the contravention within an issued pocket book. Using the handheld computer to record all statutory details required, and to issue the PCN. Take digital photographs to provide further evidence of the vehicles contravention, and to assist in the challenge procedure.
- Man the kiosk duty within pay on foot car parks; provide information to members of the public regards parking matters or other services within the council. Ensure all procedures regarding kiosk duties are followed, pay on foot system monitoring, pay and display system monitoring. Actioning first line machine faults and passing onto the Technical Service Unit any information of system failures. Recording all technical faults for reporting purposes. Run reports when required.
- Report all threatening or verbal abuse encountered when on patrol. All details are to be included within an Incident Report and submitted to the Duty Supervisor or passed to the Parking Services Manager, details also to be recorded in pocket book.
- Unlock / lock lifts within car parks as required, unlock or secure as required other locations, car parks and park and ride sites.
- Patrol on foot or in vehicle as directed, this can be in all weathers, allocated beat areas, checking lines and signs, and parking related equipment, reporting any faults or hazards encountered including discarded needles and persons rough sleeping within any car park, ensure the safety of yourself and the general public at all times.
- Ensure that any equipment issued for use is serviceable and maintained correctly. This includes parking operations vehicles, personal radios and safety equipment. Full uniform is to be worn at all times whilst on duty. Ties or cravats may be removed during warm weather with agreement from your deputy supervisor.
- Work in accordance with Swindon Borough Council's lone working policy
- Responding to any emergency situations, recording all accidents and incidents according to procedure
- Assisting with the evacuation procedure
- Acquiring and maintaining an Emergency First Aid certificate (minimum)
- To challenge the behaviour of people who are responsible for "Envirocrime" including graffiti, fly posting, littering, and dog fouling, and undertake the relevant provisions of the Clean Neighbourhoods and Environment Act 2005 in respect of issuing fixed penalty notices and/or investigating matters for formal

legal proceedings when required.

- In accordance with the Council's Generic Lone working safety policy undertake the relevant provisions of the Clean Neighbourhoods and Environment Act 2005 in respect of issuing fixed penalty notices.
- To provide a link between Street Scene Enforcement and other sections/organisations involved with Envirocrime (e.g. Waste Management, Swindon Services, Community Safety Partnership, the Neighbourhood Wardens and the Police).
- Develop a 'Street scene' enforcement service, which contributes to the Council's emerging 'Street scene' strategy, making effective use of new legislative powers and is customer focus.
- Carry out site security patrols and other security duties as necessary
- Undertake any other duties that can be accommodated within the grading level of the post

#### **Supplementary Accountabilities**

- In accordance with the provisions of the Health and Safety at Work Act 1974, taking reasonable care for the health and safety of yourself and of others who may be affected by your acts or omissions at work, and cooperating with the Council so far as is necessary to enable the Council to perform or comply with its duties under any statutory health and safety provisions.
- Cooperate with investigations associated with Parking Operations.
- Work towards obtaining NVQ 2. Discuss with your Deputy Supervisor to identify any training needs.
- In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

#### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- 1991 Road Traffic Act & TMA 2004. Decriminalised Parking. Appeals and challenges procedure. Traffic regulation Orders. Knowledge required of Swindon and surrounding area.
- Corporate policies. IIP. Best Value, 9001.
- IT Systems within Customer service kiosks, and handheld computer. Digital camera use. Health and safety

procedures.

- Dealing with aggressive and abusive behaviour, face to face with members of the public.
- Parking Attendants Manual.
- Patrol techniques.
- Parking charges. PCN payment means
- PDQ payments
- Fire procedures.
- Radio procedure
- Envirocrime fixed penalty notices

### **Qualifications**

- Good customer care training as may encounter aggressive customers.
- In house training is provided
- PC literate

### **Decision Making**

- Incidents or accidents that occur involving staff or members of the public. Action to be taken in the event of.

### **Creativity and Innovation**

- Making suggestions for improvements to the service via one-on-ones, appraisals, or team meetings.

<b><u>Job Scope</u></b>	<b>Budget Holder</b>	Yes/No
<b>Number and types of jobs managed</b> <ul style="list-style-type: none"><li>•</li><li>•</li></ul>	<b>Responsibility</b>	.
<b>Typical tasks supervised/allocated to others</b> <ul style="list-style-type: none"><li>•</li><li>•</li><li>•</li></ul>	<b>Asset Responsibility:</b>	

### **Contacts and Relationships**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Police - for incident reporting.
- Members of the public – parking related .Can sometimes be abusive or threatening.

- Parking Service Managers
- On Site Service Engineer – reporting of faults.
- Other on street patrol officers, council or other.
- Highways and Transport
- In Swindon Street Team
- FOSS – Friends of Swindon Shopmobility

**Other Key Features of the role**

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).