



Role Profile

Job Title: Civil Enforcement Officer	Role Profile Number: OPN85
Grade: L	Date Prepared: February 2019
Directorate/Group: Communities & Housing / Highways and Transport	Reporting to: Team Leader
Structure Chart attached:	

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 Council 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 6am and 11pm.
- To work in accordance to Swindon Borough Council's code of conduct.

Key Accountabilities

- Will be required to patrol on foot around car parks and streets.
- 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.

- Staff 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 behaviour 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 are also to be recorded in the 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 in 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. This can be in all weathers.
- 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
- 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 support the investigating of matters leading to formal legal proceedings when required.
- In accordance with the Councils Generic Lone working safety policy undertake the relevant provisions of the Clean Neighbourhoods and Environment Act 2005 in respect of issuing fixed penalty notices.

- 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.
- Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme and to undertake a program of continuous development.
- Participate in equality and diversity training, information briefing and events as and when required as part of continuous professional development.
- Promote equality and diversity best practice in all areas of work. Parking Services is committed to working in a manner which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion, gender or other protected characteristic.
- 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:

Minimum

- Good communicator, incorporating cheerful, friendly and outgoing approach to people
- Good interpersonal skills
- Experienced in a related field including experience of face-to-face contact with the public
- Numerate, literate and able to keep records
- Experience of operating IT systems in the workplace

Preferred

- Experience of working in an enforcement role in local government, the Police or similar agencies
- Knowledge of parking enforcement regulations preferably in a public sector environment
- Knowledge of Swindon and surrounding area.
- Experience of shift working over seven day rotations
- Experience of working away from direct supervision
- Experience of regular work outdoors
- Experience in handling unreasonable behaviour and difficult situations

Qualifications**Preferred**

- Full UK driving licence
- GCSE Maths and English Grade C or above, or equivalent qualifications

Decision Making

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

Creativity and Innovation

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

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

- 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 equipment faults.
- Other on street patrol officers, council or other.
- Highways and Transport officers – relating to Traffic Regulation Orders, signs, lines, representations and appeals
- In Swindon Street Team

Values & Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

Connected : We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role

- Emotional, Physical & Mental Demands of the Job:
 - Stress due to abusive, threatening and or physically violent customers.
 - Stress due to contact with Drunk, Drug users and their paraphernalia.
 - Stress due to occasional contact with Suicidal and or Self Harmers within our car parks.
 - Physical demand due to beat coverage carrying multiple pieces of equipment out in all weathers.
 - Some mental demand due to being alert at all times to Health & Safety awareness whilst attending duties.

- Health & Safety aspect of the role:
 - Lone working- between 08:00 and 18.00 patrol beats around Swindon with safety equipment, i.e. Radio, mobile phone and or safety alarm.
 - Traffic and Environmental Noise encountered walking in busy areas, which may have road works, building works etc.
 - Some inhalation of fumes within vented Multi-storey car parks.
 - May need to stand close to busy (30mph and 40mph) roads to affix Penalty Charge Notices to vehicles.

- Shift times and allocation of beats may change at short notice to ensure we continue to provide the service required to Swindon Borough Council

Data Protection

In accordance with the provisions of the Data Protection Act 2018, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Companies 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 Companies written procedures.

Note:

This role profile is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in consultation with the post holder.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	