JOB DESCRIPTION

JOB TITLE: Parking Enforcement Officer

JOB NO: H33/1

GRADE: Grade 3

DIVISION: Highways & Infrastructure

NO OF POSTS: SECTION: Parking Services

POST REQUIRE POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: YES/NO

1.0 JOB PURPOSE

1.1 To assist in the monitoring of the City Council’s Civil Parking Enforcement Contract including Vehicle Removals.

2.0 DUTIES AND RESPONSIBILITIES

2.1 To carry out various inspection and monitoring exercises working individually or as part of a team to monitor the performance of the Civil Enforcement Officers to ensure that they are operating within the requirements as specified in the Contract.

2.2 To understand and have a working knowledge of the content of the Civil Parking Enforcement Contract including removals.

2.3 To have a detailed knowledge and understanding of the Traffic Management Act 2004 Part 6 and associated legislation in respect of Civil Parking Enforcement and Penalty Charge Notices.

2.4 To interrogate and analyse the City Council’s notice processing system data to support observations in terms of the performance of the enforcement contractor’s Civil Enforcement Officers.

2.5 To promptly report cases of suspected permit fraud and cases of failure by the contractor to deliver satisfactory service.

2.6 To report illegal parking activity to the Police for action e.g. parking on pedestrian crossings/causing an obstruction when enforcement action is not permissible by the Local Authority.

2.7 To investigate the enforcement contractor’s records via their Performance Monitoring Plan to ensure that the performance standards included in the contract are fully met and maintain accurate records for each monitoring activity to be available for audit inspection.

2.8 To report all incidences where the enforcement contractor has not fully complied with requirements by using statistics and monitoring/performance reports.

2.9 To undertake the duties of On Board Parking Attendant as and when required.
2.10 To investigate and respond to parking enforcement enquiries received via telephone, email, written form or face to face at on site operations and meetings.
2.11 To maintain records for abandoned vehicles and pass on details to the enforcement contractor in accordance with agreed procedures and associated legislation.
2.12 To report defects and ensure that signs and lines requests are actioned in accordance with agreed procedures.
2.13 To monitor and report on vehicles removed to the vehicle pound and ensure compliance with procedures by the contractor.
2.14 To understand, support and take an active part to promote good customer relations, to ensure that all channels of communication and services are delivered in accordance with the customer service entitlements and customer service practice.
2.15 To uphold and comply with the statutory provisions of the health and Safety at Work Act 1974 and any other relevant legislation or Council policies and procedures relating to health and Safety at work.
2.16 Such other duties commensurate with the purpose and grading of the post that may be determined from time to time.

OBSERVANCE OF THE CITY COUNCIL’S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED

3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE: Parking Enforcement Supervisor

   JOB NO: H12/1

3.2 LEVEL OF SUPERVISION

   1. Regularly supervised with work checked by supervisor.

   2. Left to work within established guidelines subject to scrutiny by supervisor.

   3. Plan own work to ensure the meeting of defined objectives.

4.0 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised i.e. through others)

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<tr>
<th>POST TITLE</th>
<th>GRADE</th>
<th>NO OF POSTS</th>
<th>LEVEL OF SUPERVISION*</th>
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5.0 SPECIAL CONDITIONS

Duties include 36.5 hours of work within a flexible working scheme to be carried out between the time band 07.00-19.00 hours 5 days per week Monday to Saturday. Saturdays covered on a rota basis. The working time band may be subject to alteration in accordance with operational requirements. Work outside normal days and hours as required from time to time.

Possession of a current valid Driving Licence for Motor Cars is essential.
Person Specification

Post: Parking Enforcement Officer (H33/1)  Grade: 3
Division: Highways and Infrastructure  Section: Parking Services
Directorate: Economy

Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.

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<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tbody>
<tr>
<td>Education/Qualifications</td>
<td>None</td>
<td>AF/I</td>
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<td>NB: Full regard must be paid to overseas qualifications.</td>
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<tr>
<td>Experience</td>
<td>Experience of working on own initiative with minimum supervision.</td>
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<td>(Relevant work and other experience)</td>
<td>Experience of operating computer systems, handling telephone calls and producing written responses to correspondence.</td>
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<td>Skills &amp; Ability</td>
<td>Ability to communicate with the public in a courteous and helpful manner by telephone, or in written form.</td>
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<td>e.g. written communication skills, dealing with the public etc.</td>
<td>Must be capable of being able to work outdoors to undertake foot patrols.</td>
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<td>Must be capable of working to established timescales and able to make decisions in accordance with guidelines.</td>
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<td>Ability to demonstrate accuracy and attention to detail when creating written responses to correspondence or answering telephone enquiries.</td>
<td>AF/I</td>
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<td>Effective keyboard, verbal and written communication skills for report/letter writing and for dealing with telephone enquiries.</td>
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<td>Must be capable of driving a motor vehicle and have a current valid driving licence.</td>
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<td>Training</td>
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<td>Other</td>
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All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.