

Civil Enforcement Officer – Parking

Temporary to 31st March 2020.

37 hrs per week (Part-time hours will also be considered)

Hay Grade 4 £16857 - 20414 per annum

George Yard, Andover

You'll be responsible for patrolling car parks and highways, monitoring ticket machines for correct operation and issuing Penalty Charge Notices when appropriate. This will include reporting any maintenance, sign or parking problems and reporting any discrepancy in the Traffic Regulations or traffic markings.

A team player, with a methodical approach, you'll deal effectively and courteously with members of the public. A full driving license is required. Hours will include three in four Saturdays.

This post is subject to a Standard DBS check.

For an informal discussion about the job, please call Julie Askew, Senior Parking Enforcement Officer, on 01264 368725.

For more information or an application form please visit our [website](#).

Alternatively you can contact our Human Resources Team on, 01264 368106 or email jobs@testvalley.gov.uk

Please quote ref: 50361094/50495948

Closing Date: Friday 15th June 2018

Interviews to be held: Wednesday 27th June 2018 at Beech Hurst, Andover

COMMITTED TO EQUALITY OF OPPORTUNITY IN EMPLOYMENT AND SERVICES



Job Description & Person Specification

Job Title:	Civil Enforcement Officer (CEO)	Job Reference:	Andover - 50361094, 50495948
Service:	Estates and Economic Development		
Location:	Andover	Grade:	4
Reports to:	Parking Supervisor – 50361097		
Date:	8/5/2018		

Our Values: We expect all of our employees to live by and demonstrate the Council's five key values of:

Accountability, Ambition, Empowerment, Integrity, Inclusiveness.

Main job purpose

The primary responsibility of this post is to provide an efficient and effective Parking Enforcement service, in accordance with the Traffic Management Act 2004, in car parks and on roads which are subject to parking restrictions. This is in order to minimise illegal parking through the issue of Penalty Charge Notices, where appropriate.

To supervise the Council's car parks ensuring that the car park ticket machines are working effectively at all times during charging hours, including carrying out routine maintenance.

Respond to customer enquiries, sign-posting enquiries for other services as appropriate.

Main responsibilities and duties

1. To patrol on-street and off-street parking restrictions and issue Penalty Charge Notices to vehicles contravening Orders (including providing cover in the other town Andover/Romsey from time to time). Providing statements relating to issued Penalty Charge Notices, recording details of the contravention, of conversations or other ancillary information including photographs that may be required for deciding appeals or a Tribunal Adjudication.
2. Providing an ambassadorial service to the general public, educating drivers on the importance of parking responsibly and advising them of suitable parking areas for their needs.
3. To ensure that all car park ticket machines are in working order. Maintain records of all repairs and maintenance work. To record cash found jammed in ticket machines during maintenance and follow associated procedures including emergency cash box collection if required. Large sums of money are involved and all activities are audited in line with the Councils Financial procedures.
4. To oversee the Pay on Exit (POPP) system in the multi storey car park, identifying and reporting system faults, manually checking out vehicles on line where required, liaising with IT to resolve network issues and promoting the use of the system to the public.

5. To assist the CEO Supervisor and Technician in managing the enforcement software (cashless parking interface and penalty charge software) reporting network issues and liaising with software providers and IT if required.
6. To inspect signs and carriageway markings on and off street and report any defects or discrepancies between them and the Traffic Regulation Orders to the relevant departments. To report abandoned vehicles. To carry out car park surveys.
7. To ensure that service delivery complies with current regulations, accepted professional standards, the Council's policies and procedures and appropriate legislation. This includes legislation on equalities, health and safety and safeguarding children and vulnerable adults.

Supervision and management

This post has no line management responsibility.

Resources

There is one Council van in each town for use by the CEO's when patrolling outlying areas which are not within walking distance.

Contacts and relationships

This post has a public facing role, and the postholder will come into regular contact with the public when carrying out patrols.

Working environment

- This is an outdoor based role.
- Exposure to all weather conditions.
- Contact with the public with risk of challenge or abusive behaviour.
- The post requires a lot of walking sometimes on uneven ground, and standing throughout the day.
- The post requires constant use of a Smartphone as a handheld computer device.
- This role predominantly involves lone working.

CRITERIA Everything included in this section needs to be able to be objectively measured in one of the following ways: application form, certificates, testing, interview or references.	ESSENTIAL DESIRABLE
Educational and professional qualifications	
<ul style="list-style-type: none"> • Good standard of education for Mathematics and English • NVQ or similar in Parking Enforcement 	Essential Desirable
Knowledge	
<ul style="list-style-type: none"> • Knowledge of Car Parking Operations including Traffic and Car Park Orders, Traffic Management Act 2004 and Road Traffic Regulation Act 1984 • Knowledge of Andover & Romsey Town Centres and their car parks 	Desirable Desirable
Experience	
<ul style="list-style-type: none"> • Computer and Smartphone literate • Experience of machine maintenance 	Desirable Desirable
Key skills	
<ul style="list-style-type: none"> • Excellent Customer Service Skills • Ability to deal effectively with irate and argumentative customers politely, calmly and professionally • Clear handwriting, good note taking and attention to detail • Can work alone on own initiative 	Essential Essential Essential Essential
Personal qualities and behaviours	
<ul style="list-style-type: none"> • Team player, gets on well with others • Positive and enthusiastic attitude, doesn't take things personally • Good interpersonal skills • Reliable 	Essential Essential Essential Essential
Other Factors	
<ul style="list-style-type: none"> • Able to cover in the region of 12 pedestrian miles per day, carrying equipment, in all weathers, across uneven ground and between parked vehicles. • Standard Disclosure and Barring Service check required • This role requires a uniform to be worn • Evening and weekend working required - 37 hours per week between 8:00am and 6:30pm Monday to Saturday including three Saturdays in four. Also some occasional evening or Sunday work outside of these hours for which payment will be made. • Full Driving Licence. 	

Corporate Responsibilities

All employees are required to adhere to corporate policies, procedures and codes of conduct; full details can be found on the intranet or from your line manager. Particular aspects include:

Health and Safety - Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.

All employees are required to adhere to the Council's corporate policy, procedures associated with their duties and to undertake tasks/training in that context, as required.

Safeguarding - This Council is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all employees and volunteers to share this commitment, and to adhere to the Council's Safeguarding Policy.

Equalities – This Council is committed to providing equal opportunities for all. We believe that employing people from different backgrounds with a range of perspectives and experiences helps us to deliver high quality services to all our residents. We employ people based on their abilities and potential, regardless of any protected characteristics.

Social Media - Employees are required to adhere to social media corporate policies and to undertake tasks/training in that context as required. Employees must not bring the Council into disrepute through their use of social media either personally or on behalf of the Council.

Financial – Employees are required to adhere to the Council's financial regulations and to undertake tasks/training in that context, as required.

Risk Management - Employees are required to adhere to the Council's risk management strategy and to undertake tasks/training in that context, as required.

Data Protection and Data Security - We hold and process information about our customers and as such we are legally obliged to protect that information. Data protection is important for the Council, and employees are required to understand and adhere to relevant policies and procedures.