

Job Description

Job Role: Civil Enforcement Officer

Service: Parking

Role Structure	Role Details
Directorate:	Economy & Environment
Grade:	HC05C
Location:	Blue School House
Responsible to:	Principal Parking Enforcement officers

Main purpose of the role:

- To contribute towards the management of Herefordshire's Highway network and by ensuring that users comply with parking and traffic regulations.
- To enforce regulations and Council policies in respect of off street parking.
- To enforce, and report issues of suspected misuse of blue badges, resident permits, season tickets or other parking permits.

Main Responsibilities/Accountabilities:

- The jobholder will be expected to complete the responsibilities / accountabilities effectively.
- To ensure the enforcement of car park and on- street parking prohibitions and regulations in line with Statutory regulations, national guidelines and best practice, and policies issued by Herefordshire Council.
- To assist with all aspects of on and off-street parking regulation and processes, as required, to ensure an efficient and effective service.
- Undertake duties and procedures in the prescribed manner to the set standard in order that Parking enforcement is consistent and auditable.
- Maintain an up to date knowledge of day-to-day enforcement issues and act accordingly.
- To ensure the correct functioning of all equipment, i.e. hand held terminals, radios, pay and display machines or other payment facilities and equipment, the assessment of defects, making repairs where able and reporting faults in line with standing arrangements.
- To deal in the most appropriate way with complaints and enquiries received whilst on patrol.



- To undertake the role of frontline staff for the council, and provide excellent customer service in all situations and ensure that you are courteous and act in a professional manner at all times
- To work in partnership with other agencies as required, submit intelligence in line with agreed Protocols, and assist with the reporting of environmental crimes that are encountered whilst Conducting core activity.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> • To patrol designated areas as directed, providing a high visibility presence to prevent offending and to assist with the free movement of traffic across the County. This will involve working outside normal office hours including early mornings, late evenings, weekends and Bank Holidays as required/directed. 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • To issue Penalty Charge Notices in accordance with statutory requirements, national guidelines and council policies 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • To provide additional evidence and/or information at the request of Revenue and/or Legal Services 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • To carry out inspections of Disabled Persons Parking Badges to ensure compliance and carry out seizures of badges from persons found to be using them illegitimately and provide evidence for formal prosecutions 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • To ensure that any hand held terminal issued is in good working order prior to patrol, that it is made available for downloading and is re-charged at the conclusion of patrol, and that any faults are reported in accordance with agreed procedures 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • To ensure that all payment machines, and ancillary equipment where present, are in full working order, stocked with tickets, and report any faults not immediately rectifiable to the Parking Office 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • To report in line with agreed processes any defect, for example with signs or lines that impact upon enforcement activity 	<ul style="list-style-type: none"> • As required



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> To report promptly any accident or injury, to any person or damage to property within the curtilage of Car Parks, or designated areas 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To represent the Council as its public interface, providing advice and guidance in respect of parking enforcement matters to the public, businesses, and other agencies as required. 	<ul style="list-style-type: none"> Ongoing
<ul style="list-style-type: none"> As an 'ambassador' for the council the role will involve giving members of the public advice, guidance and help in a variety of matters such as 'tourist's information' and directions to local attractions etc. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Maintain a good working knowledge of legislative issues, procedures and policies in respect of parking enforcement in order that all activity is carried out in a lawful manner 	<ul style="list-style-type: none"> Ongoing
<ul style="list-style-type: none"> To work, as required, (a) in different areas of the County, (b) with and alongside different service teams, and (c) with and alongside other agencies, e.g. the police, in order to achieve effective services 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> In the course of patrols undertaken in respect of core activity, to gather and submit intelligence in respect of issues potentially affecting local environments, for example, defects and damage to public property, abandoned vehicles, fly-posting, fly-tipping, graffiti, and other matters brought to notice by members of the public (community intelligence) 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Attend court as a witness as necessary 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Assist in the training of new CEO's by taking them out on patrol 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> To be fully aware of the responsibilities imposed under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held on systems and adhere to Internet and Email Usage Policies 	<ul style="list-style-type: none"> Ongoing
<ul style="list-style-type: none"> Undertake any other related duties commensurate with the grade and status of the post as may be required from time to time by the Service Manager. 	<ul style="list-style-type: none"> As required



Other information:

There will be a requirement to work outside of normal office hours. This includes early mornings, Evenings, weekends and Bank Holidays, as part of a Rota and when otherwise required.

This post holder is required to wear a uniform and maintain a smart and clean appearance.

This post requires the holder to be able to travel to locations across the County as required. Mileage incurred will be reimbursed at agreed rates.

The post holder will be required to comply with organisation's policies and procedures



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<ul style="list-style-type: none"> 3 GCSE's or equivalent including English and Maths 	Essential	A, I
Experience & Knowledge		
<ul style="list-style-type: none"> Communicating effectively with people according to their needs 	Essential	A, I
<ul style="list-style-type: none"> At Least one years' experience of working in a face to face role with members of the public 	Essential	A, I
<ul style="list-style-type: none"> Experience of following procedures and attention to detail 	Essential	A, I
Skills and Abilities		
<ul style="list-style-type: none"> An accurate and methodical approach to work 	Essential	A, I
<ul style="list-style-type: none"> Ability and confidence to deal effectively with confrontation 	Essential	A, I
<ul style="list-style-type: none"> Ability to remain calm, polite and respectful when speaking to people who may be upset or require advice or help 	Essential	A, I
<ul style="list-style-type: none"> To show empathy and to provide the appropriate advice where necessary 	Essential	A, I
<ul style="list-style-type: none"> Ability to make accurate notes and formal statements which may be used in appeal cases or in court as evidence 	Essential	A,I
<ul style="list-style-type: none"> Must be self-motivated and be able to work independently with a minimum supervision 	Essential	A,I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Must be able to use a PC to carry out basic tasks and a small handheld computer device to issue penalty charge notices 	Essential	A,I
<ul style="list-style-type: none"> Ability to work effectively as part of a team to achieve common goals and as a lone worker have the ability to plan own workload 	Essential	A,I
<ul style="list-style-type: none"> Ability to walk considerable distances during the working day and carry associated enforcement equipment 	Essential	A,I
<ul style="list-style-type: none"> Ability to exercise judgement in order to obtain the appropriate balance between education and enforcement 	Essential	A,I
<ul style="list-style-type: none"> Prepared to be adaptable and flexible in approach to work 	Essential	A,I
Other factors		
<ul style="list-style-type: none"> Must be able to work outside of the normal officer hours, early mornings, evening, weekends and Bank Holidays, as part of a Rota and as required 	Essential	A,I
<ul style="list-style-type: none"> Must be able to work outside in all weather conditions 	Essential	A,I
<ul style="list-style-type: none"> Must be able to travel as required to locations across the County 	Essential	Driving License
<ul style="list-style-type: none"> The post holder must be physically fit as the role requires the post holder to patrol on foot for most of the working days 	Essential	A,I

Requirements	Essential or Desirable	Identified by
<ul style="list-style-type: none"> The role required the post holder to wear a uniform which will be supplied 	Essential	A – Application I – Interview A,I

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.



Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

