# Job Description and Person Specification

## Job details

Job title: Senior Parking Enforcement Officer

Grade: NNBAND06

Reports to: Traffic Enforcement Manager

Responsible for: Civil Enforcement Officers

Directorate and Service area: Place and Economy Assets and Environment

## Purpose of the job (why the job exists)

1. To coordinate and supervise the operational element of the parking enforcement team:

* ease congestion caused by inconsiderate parking
* improves road safety
* provides parking for specific users such as residents, businesses and blue badge holders
* increase the turnover of parking spaces, making it easier for visitors and shoppers to park
* provide facilities for loading and unloading

The aim being to increase compliance with parking restrictions and minimise illegal parking acts through the issue of penalty charge notices. To provide the parking service in accordance with statutory legislation and the Council’s policies through effective and efficient management of resources.

## Principal responsibilities

1. Line management, supervision and co-ordination of a team of Civil Enforcement Officers responsible for the enforcement of regulations controlling on-street, off-street and permit controlled parking zones by enforcing parking contraventions by issuing Penalty Charge Notices (PCNs)
2. Management of the duties and absences of the Parking Enforcement staff
3. Respond to the public in dealing with parking complaints, requests for enforcement, enquiries, enforcement matters and any other council services in a courteous, helpful and respectful manner and where necessary seek guidance and advice from other colleagues/services.
4. Analyse operational performance management information, discuss issues with individual CEOs and agree appropriate strategies, objectives and actions for improvement and monitor progress.
5. Responsible for recruitment, performance appraisal, training and development of all staff within the team. Responsible for delivering in-house and on-the-job 1:1 training to new staff and ongoing training with existing staff when training needs are identified.
6. Carry out disciplinary investigations where necessary in accordance with the Council’s procedures.
7. Ensure the deployment of signs and cones is in line with Regulations when working with bay suspensions
8. Ensure that defective traffic signs (e.g. damaged, worn out, obscured or inaccurate) and road markings relating to parking restrictions are reported.
9. Work with the Enforcement Processing Team in support of case preparation for appeals and referrals to the Traffic Penalty Tribunal.
10. Maintain positive working relationships with the Partner Agencies and stakeholders.
11. Ensure that all related equipment is maintained in working order.
12. Using IT systems to provide management information and production of reports
13. Maintain good levels of stock items, ensuring continuity in service delivery and resilience and ordering items as required
14. Managing staff absences through systems and Policies
15. Attend meetings as required

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs.
2. Comply with the Council’s policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

## Special features of the post

1. This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.
2. This post requires satisfactory clearance of Northamptonshire Police NPPV Level 2
3. You will be required to work a shift-based employment pattern, your average week will equate to 37 hours.
4. You will at times be required to work outside of these hours by prior arrangement.
5. You will be provided with a works vehicle or car allowance to carry out your duties and will be expected to comply with all Council policies in relation to these.

# Person Specification

| **Attributes** | **Essential criteria** | **Desirable criteria** |
| --- | --- | --- |
| Education, Qualifications and Training | Good general standard of education including GCSEs or equivalent at Grade 4 or above in English and Maths.  Requirement to complete Level 2 Qualification in Civil Parking Enforcement within 6 months of employment | Evidence of recent and relevant management training.  Level 2 Qualification in Civil Parking Enforcement |
| Experience and Knowledge | Knowledge of Traffic Regulation Orders and the legislation associated with traffic/parking matters.  Experience of statutory and regulatory enforcement.  Proven ability to quickly learn new systems, follow procedures and processes and maintain accurate records.  A clear understanding of health and safety procedures.  Good experience in a customer facing role demonstrating excellent inter-personal skills. | Knowledge of Civil Parking Enforcement  Knowledge and understanding of the Traffic Management Act 2004 |
| Ability and Skills | Recent significant experience of working in an enforcement environment.  Recent significant experience of managing and supervising staff in an enforcement setting.  Experience of IT and working with technology.  Significant experience of dealing with difficult and irate customers.  Capable and experienced in working under pressure and in challenging environments  Ability to communicate effectively, openly and clearly to customers and colleagues both face to face and via radio/mobile equipment.  Highly developed skills in dealing with confrontational and aggressive customers.  Ability to deal with customers in a confident and professional manner.  Ability to demonstrate good negotiation skills in persuading others to an alternative point of view.  Ability to remain calm in confrontational situations.  Ability to deal with difficult problems and find effective solutions.  Good interpersonal skills with the ability to build and lead effective teams in order to meet service objectives. Good listening and negotiating skills and ability to show empathy. |  |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  |
| Additional Factors | Required to work weekends and Bank Holidays on a shift pattern with evening work required.  Must wear the issued uniform and identification at all times.  Work in all weathers  Patrol on foot around 7 miles per day  Full driving licence. |  |