



**North  
Northamptonshire  
Council**

## **Job Description and Person Specification**

### **Job details**

Job title: Parking Enforcement Officer

Grade: NNC005

Reports to: Senior Parking Enforcement Officer

Responsible for: No reports

Directorate and Service area: Place and Economy Assets and Environment

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

1. To deliver a professional and efficient parking enforcement duties to ensure:
  - eased congestion caused by inconsiderate parking
  - improved road safety
  - provides parking for specific users such as residents, businesses and blue badge holders
  - increased 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. Undertake regular patrols of car parks and streets in a safe and courteous manner
2. Issue Penalty Charge Notices in accordance with parking regulations using IT based system
3. Report any areas of wear, damage or vandalism to car park infrastructure, other signs and lines within the car parks, streets and other areas where the officer has an enforcement role to the Line Manager to ensure public safety and proper enforcement.
4. Ensure all enquiries from the public are dealt with in a positive and courteous manner at all times
5. Report any action of criminal activity to the Police
6. Maintain good community relations and act in the best interests of the Council at all times
7. Inform motorists of parking facilities available to them
8. Carry out first line maintenance of Ticket Machines, to include battery changes, cleaning, clearing ticket and coin jams, changing ticket rolls as well as ensuring ticket machines are showing accurate date/time
9. 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.

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. You will be required to work a shift-based employment pattern, your average week will equate to 37 hours.
2. You will at times be required to work outside of these hours by prior arrangement.
3. 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	<ul style="list-style-type: none"> <li>• GCSEs or equivalent at Grade 4 or above in English and Maths.</li> <li>• Requirement to complete Level 2 Qualification in Civil Parking Enforcement within 6 months of employment</li> </ul>	<ul style="list-style-type: none"> <li>• Level 2 Qualification in Civil Parking Enforcement</li> </ul>
Experience and Knowledge	<ul style="list-style-type: none"> <li>• Experience of statutory and regulatory enforcement.</li> <li>• Proven ability to quickly learn new systems, follow procedures and processes and maintain accurate records.</li> <li>• A clear understanding of health and safety procedures.</li> <li>• Good experience in a customer facing role demonstrating excellent inter-personal skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Civil Parking Enforcement</li> <li>• Knowledge and understanding of the Traffic Management Act 2004</li> <li>• Knowledge of Traffic Regulation Orders and the legislation associated with traffic/parking matters.</li> </ul>
Ability and Skills	<ul style="list-style-type: none"> <li>• Recent experience of working in an enforcement environment.</li> <li>• Experience of using databases and working with technology.</li> <li>• Experience of use of Microsoft Word.</li> <li>• Capable and experienced in working under pressure and in challenging environments</li> <li>• Ability to communicate effectively, openly and clearly to customers and colleagues</li> </ul>	

Attributes	Essential criteria	Desirable criteria
	<p>both face to face and via radio/mobile equipment.</p> <ul style="list-style-type: none"> <li>• Highly developed skills in dealing with confrontational and aggressive customers.</li> <li>• Ability to deal with customers in a confident and professional manner.</li> <li>• Ability to demonstrate good negotiation skills in persuading others to an alternative point of view.</li> <li>• Ability to remain calm in confrontational situations.</li> <li>• Ability to deal with difficult problems and find effective solutions.</li> </ul>	
Equal Opportunities	<ul style="list-style-type: none"> <li>• Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</li> </ul>	
Additional Factors	<ul style="list-style-type: none"> <li>• Required to work weekends and Bank Holidays on a shift pattern with evening work required.</li> <li>• Work in all weathers</li> <li>• Patrol on foot around 7 miles per day</li> <li>• Must wear the issued uniform and identification at all times.</li> <li>• Will be required to undertake a DBS check.</li> <li>• Full driving licence.</li> </ul>	

