

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Enforcement Team Leader

Transport & Highways, Place

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive.'

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

To have responsibility for the strategic and daily operational management of the service and all associated contracts and suppliers. The post holder is responsible for the supervision of Enforcement Investigation Officers to ensure proper evaluation of responses in respect of Challenges, Representations and Appeals against civil parking, bus lane and moving traffic contraventions. There is a requirement for high standards of accuracy and attention to detail and the officer must keep themselves abreast of all legislation and Regulations not limited to that listed below.

The officer must work to the appropriate legislation, standards of customer service and with correct regulation interpretation in respect of parking, bus lane and moving traffic offences policy. The most common are:

The Traffic Management Act 2004

The Civil Enforcement of Parking Contraventions (England) General Regulations 2007

The Civil Enforcement of Parking Contraventions (England) Representations and Appeals 2007

The Transport Act 2000

The Bus Lane Contraventions (Penalty Charges, Adjudication and Enforcement) (England) Regulations 2005

The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022

The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (England) Regulations 2022

The Traffic Signs Regulations and General Directions

West Northamptonshire Council's Civil Parking Enforcement Guidelines

West Northamptonshire Council's Bus Lane Enforcement Guidelines

West Northamptonshire Council's Moving Traffic Enforcement Guidelines

Accountable to:

This role is accountable to the Traffic Enforcement Manager, responsible for the direct line management of 4 Enforcement Investigation Officers (introduction of new legislation is likely to increase establishment). The role sits within Transport & Highways, part of the Place Directorate in West Northamptonshire Council.

Responsibilities:

1. Ability to interpret/understand all the separate pieces of legislation/Regulations (Road Traffic Act 1991, Traffic Management Act 2004, Transport Act 2000 and Moving Traffic Offences regulations) and all other associated legislation and statutory process governing Penalty Charge Notices (PCN) for civil parking enforcement, bus lanes and moving traffic offences together with other legislation/Regulations such as Disabled Persons Badges and the Traffic Signs Regulations and General Directions.
2. Supervision of dedicated Enforcement Investigation Officers who collectively respond to Challenges, Representations and Appeals against civil parking, bus lane and moving traffic contraventions; day to day allocation of work, sampling/reviewing of work, training all staff in all processes, HR related tasks (annual leave booking, absence reporting/monitoring, performance reviews & management)
3. To prepare responses to complaints, enquiries and FOI's in line with Council policies/timescales and compile complex case reports and statements when required
4. Providing accurate reports, statistics and case information to Senior Managers and/or members. Ensuring that the system is fit for purpose. Liaising with IT colleagues and all software providers as appropriate (parking, bus lane and permits software and bus lane alerts software, DVLA, TPT, TEC). Ability to resolve issues quickly and effectively (hosted software).

5. Responsibility for ordering goods/services and processing invoices from suppliers through ERP. Day to day management of events/suspensions including invoicing.
6. Ensuring that policies, procedures and processes are regularly reviewed, maintained, updated, publicised and communicated across the service. Ensuring website information is accurate and kept up to date. Promoting a high level of customer care within the team ensuring that the correct and proper procedures are followed for all areas of the service.
7. Keeping abreast of changes in legislation, reviewing trends and developments and national changes being considered. Implement any appropriate changes where necessary – embrace and manage change in a positive way and provide leadership, support and motivation to the team.
8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

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.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent communication skills with the ability to convey information clearly and accurately both in writing and verbally to a wide range of recipients.	Essential	A, T, I, D
Excellent interpersonal skills and substantial experience of client/contractor/supplier/user contact in a variety of situations	Essential	A, T, I, D
Ability to analyse complex issues and quickly identify possible solutions based on sound analysis of the information available	Essential	A, T, I, D
Problem solving skills, tenacity and a positive attitude with the ability to work in a multi-skilled discipline	Essential	A, T, I, D
Ability to work to statutory deadlines with minimum supervision in a challenging environment	Essential	A, T, I, D
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, T, I,

Knowledge:	Essential / Desirable	Measured by
A good a thorough knowledge of parking policies, legislation & related software	Essential	A, T, I, D
A good a thorough knowledge of bus lane policies, legislation & related software	Essential	A, T, I, D
A good a thorough knowledge of moving traffic enforcement policies, legislation & related software	Desirable	A, T, I, D
A good awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.	Essential	A, T, I, D

Relevant experience:	Essential / Desirable	Measured by
Customer Service experience with experience of working to customer protocols or procedures including face to face, over the telephone and in writing including irate customers	Essential	A, T, I, D
Previous experience of working in a parking, bus lane and/or moving traffic enforcement environment.	Essential	A, T, I, D
Previous supervisory experience, complaints & FOI responses, report writing and preparing statistics	Desirable	A, T, I, D
Experience in making tough decisions which can sometimes be disliked by our customers	Desirable	A, T, I, D
Experience in using Imperial's 3Sixty and PermitSmart software	Desirable	A, T, I, D

Education, training and work qualifications:	Essential / Desirable	Measured by
English & Maths GCSE level or equivalent	Essential	A, I, D
NVQ Level 3 in Customer Service or equivalent	Essential	A, I, D
Educated to degree level or equivalent	Desirable	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

[For example. Basic Disclosure, Standard Disclosure and Barring Service check, Enhanced Disclosure and Barring Service check, Disqualification for Caring for Children (Education), Overseas Criminal Record Checks, Prohibition from Teaching, Professional Registration, Non police personnel vetting, Disqualification from Caring]

Day-to-day in the role:

Hours:	37	Primary work base:	One Angel Square
Job family band:	RT06	Worker type:	Part-flexible
Salary range:	£31,869 - £34,663 (Pay Award pending)	Budget responsibility:	No
People management responsibility:	Yes		

Working conditions & how we work:

The work involves regular attendance sometimes at short notice in One Angel Square to support the team. Applicants are advised that the team receives regular irate calls that you will be required to support. With tight statutory deadlines, it is a fast-moving service.

This role has been identified as a part-flexible worker type, this means that you may be able to work from other work locations and when not working from an office you may be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

