

# Job description

**Job title:** Civil Enforcement Officer

**Grade:** Level 1 – Dorset Council Grade 5  
Level 2 – Dorset Council Grade 6  
Level 3 – Dorset Council Grade 7

**Job evaluation reference:** ES374a,b,c

**Job family:** Natural Environment

## Purpose and impact

1. The post is within the Parking Services Unit which is responsible for enforcing on-street waiting restrictions and off-street parking places in the Council's area, together with other parking services.

## Key responsibilities

2. To patrol on-street waiting restrictions and designated off-street parking places to ensure that vehicles are complying with the appropriate Orders.
3. To issue Penalty Charge Notices in accordance with the policies of Dorset Council, using hand held ticket issuing devices, or in writing where required.
4. To inspect and carry out minor maintenance to pay and display machines both on-street and off-street, and to report any defects that cannot be rectified.
5. To monitor the condition of signs and lines related to parking restrictions and report defects to the Parking Supervisor.
6. To assist members of the public face to face on parking and other enquiries.
7. To act as an emergency school crossing patrol when required.
8. To keep detailed daily records of all activities carried out using electronic notes on a smartphone or equivalent device. These records will be used as evidence in appeals to the Adjudication Service.
9. To comply with Health and Safety at Work Regulations and other safety and security policies which are applicable to the service provided by the postholder.
10. To carry out such other duties as may be allocated by the Parking Services Manager.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

## Supervision and management

11. Reporting to: Parking Enforcement Team Leaders

### At Level 1:

12. Responsibility for: No management or supervisory responsibilities.

### At Level 2:

13. Responsibility for: May be expected to help with on the job training of new recruits.

### At Level 3:



14. Responsibility for: Will be expected to provide full line management for a team.

### **Other factors**

15. Responsible for safety and security of hand-held equipment (e.g. computers, digital cameras etc).
16. Responsibility for the use of an allocated fleet or hired vehicle.
17. Required to work on a shift system, any five days out of seven days between 07.00 and 19.00 hours (including weekends and Bank Holidays).
18. Occasional unsociable hours required.
19. Required to work in any part of the Council's area as required.
20. Required to work in all weathers, on foot, and be capable of carrying the necessary equipment.
21. Required to wear uniform and PPE equipment and clothing.

### **Progression in Post**

22. To advance within the career grade to the next level, the post holder must be able to evidence working and competence (which includes requirement to attain a Parking Enforcement accreditation eg City & Guilds) at the full range of duties required of a CEO under the supervision of a Team Leader as outlined in the Job Description.
23. Advancement is not automatic and will also be dependent on there being a relevant vacancy in accordance with business needs.

### **Our values**

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



# Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria: you should include clear examples of how you meet these criteria within your application form and during the assessment process.

## Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

<b>Qualifications, training or registrations</b> Required by law or essential to the performance of the role or both	<b>Assessed through:</b>
1. Literate and numerate	Application form
<b>Experience</b>	
2. Public interface	Application form
3. <b>Level 3:</b> Management and supervisory responsibility	Application form
<b>Knowledge</b>	
4. Required post entry to gain a thorough knowledge of legislation and parking regulations	Application form Interview Assessment
5. Basic IT knowledge and skills to include usage of smartphone or similar device, Microsoft Office and Teams	Application form Interview Assessment
<b>Skills and abilities</b>	
6. Full clean driving licence	Interview Assessment
7. Clear handwriting	Interview Assessment
<b>Our values</b>	
8. Respect	Interview Assessment
9. Together	Interview Assessment
10. Accountability	Interview Assessment
11. Openness	Interview Assessment
12. Curiosity	Interview Assessment
<b>Other</b>	
13. Fit to carry equipment	Application form
14. Manual dexterity	Application form



## Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

<b>Experience</b>	
15. Enforcement of parking regulations	Application form
16. Police/MOD Police/Transport Police	Application form
17. Lone working with responsibility for completing work	Application form
18. Experience of using radio communication system	Application form
19. Experience of evidence gathering	Application form
<b>Knowledge</b>	
20. Knowledge of: parking legislation and highway code	Application form Interview Assessment
21. Local knowledge of Dorset	Application form Interview Assessment
<b>Skills and abilities</b>	
22. Basic keyboard skills	Interview Assessment
<b>Other</b>	
24. Smart appearance	Application form

## Approval

Manager's job title: Pay and Reward

Date: February 2017

