

Job Description



Service Area:	Environmental Services
Job Title/Grade:	Civil Enforcement Officer (Scale 3)
Responsible to:	Assistant Transportation Manager
Our Culture & Values:	All job roles at Rochford District Council require the post-holder to be flexible and proactive in their approach. Being customer focused and willing to maximise your potential at work are expected. We all work together to achieve the very best for our residents which sometimes means getting involved in projects and trying new tasks outside of your day to day job role. We love our staff to suggest new ideas and to have enthusiasm to try out new experiences.

Main Responsibilities

- Ensuring Pay & Display ticket machines are fully stocked and functioning correctly.
- Tour Car Parks to ensure correct traffic management in accordance with allocated shift and Technical Officer's/Assistant Manager's instructions.
- Ensure parked vehicles are displaying valid Pay & Display tickets or season tickets.
- In cases of non-compliance, issue Penalty Charge Notice and affix to offending vehicle.
- Note any poor condition of car park surface, defective equipment or vandalism and report to Technical Officer.
- Ensure ticket machines, notice boards, interior/exterior of patrol vehicles are maintained in a clean and presentable condition.
- Under direction of the Assistant Manager, empty coin boxes from ticket issuing machines and transport to counting office.
- Provide a document courier service between the Rochford Offices and Civic Suite.
- Ensure timely download of information contained on Hand-held Ticket Terminal.
- Ensure that Hand-held Ticket Terminal, Printer and Mobile Phone are fully charged and operational.
- Keep administration records.



Corporate Responsibilities

- To observe all of the requirements of Safeguarding and to report any potential Safeguarding concerns in accordance with the Council's Safeguarding Policy.
- To comply with all appropriate legislation and Council policies including the Officers Code of Conduct, Health and Safety at Work, etc. Act 1974 and the Council's Health and Safety Policy and procedures.
- To support the Council's Equalities & Diversity Policies.
- All staff may on occasions be required to support the Council to deal with emergency situations affecting the community we serve. In the event of such an emergency or, of a rehearsal for such an event, the Postholder may be required to attend at times and at locations outside of the norm for the post and to adopt the duties directed by the Officer in Charge for the duration of the emergency situation.
- To contribute to project work arising from the Business Plan and to undertake any other reasonable duties as may be required from time to time by the Line Manager/Leadership Team.

Review

The duties and responsibilities of this post may vary from time to time according to the changing requirements of the Council. The job description may be reviewed at the discretion of the relevant Assistant Director in the light of those changing requirements and in consultation with the postholder. In any event, the Head of Paid Service reserves the right to review and amend the job description.

Signed (Postholder):

Dated:



Personal Specification

Post	Civil Enforcement Officer
-------------	----------------------------------

Essential Requirements

Qualifications

- Full Driving Licence

Knowledge and Skills

- Good literacy skills including spelling, grammar and punctuation
- Numeracy skills to include basic mathematical functions with an understanding of decimals, percentages, ratios, etc.
- Good verbal communication skills both on the telephone and face to face
- Good working knowledge of Microsoft 'Office' software – Windows, Word, Excel and Outlook
- Effective written and verbal communications skills
- Understands why equalities and diversity is important and can apply this in the workplace

Ability

- Able to prioritise work appropriately
- Able to work to deadlines and work under pressure
- Flexible, pro-active and adaptable
- Effective team working. Sharing ownership, team goals and workload
- Commitment to maximising potential and continuous improvement of self and of service
- Able to contribute positive suggestions and willing to take forward
- Able to establish and maintain effective relationships with people at all level
- Confident and empathetic when dealing with the public in person and on the telephone
- Well organised logical and methodical approach to tasks
- Ability to work with tact and diplomacy
- Willing to adopt a flexible approach to working arrangements when required
- Able to work weekends as part of the working week on a roster basis
- Willing to wear corporate work wear/uniform
- Ability to perform basic mechanical maintenance
- Able to undertake moderately heavy lifting (up to 25kg)
- Able to demonstrate a commitment to customer service



Desirable Requirements

Knowledge and Skills

- Ability to use a smartphone & handheld terminal
- Knowledge of the District

Experience

- Previous experience of parking service or enforcement background

THIS POST REQUIRES A DISCLOSURE AND BARRING SERVICE CHECK