

Job Description

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| JOB TITLE: | Civil Enforcement Officer |
| GRADE: | E |
| POST NUMBER: | |
| DIRECTORATE: | Place |
| SERVICE: | Parking & Mobility Services |
| RESPONSIBLE TO : | Civil Enforcement Officer Supervisor |
| RESPONSIBLE FOR: | None |
| | <p>This post requires a DBS check</p> <ul style="list-style-type: none"> • Standard check <p>This post is not politically restricted</p> |
| JOB SUMMARY: | <p>This job description is a guide to the level and range of responsibilities you will be expected to undertake. It may be changed from time to time to reflect changing circumstances, demands and technology. As directed, you will undertake additional duties and responsibilities that may arise from time to time commensurate with the grade of the post.</p> <p>To carry out Parking and Traffic Enforcement throughout the Borough through the issuance of Penalty Charge Notices. Always acting in a courteous and professional manner. You will identify and report vehicles for possible removal for the reason of being parked in contravention of the relevant restrictions or for being abandoned, including as required, part of a two-person crew on the removal of vehicles, directing the removal and assisting with the removal operation.</p> |
| ROLE REQUIREMENTS: | |
| 1. | Enforce parking and traffic regulations on the highway and in car parks through the issue of Penalty Charges and Civil Penalty Notices. |
| 2. | Enforce parking conditions and rules in housing estates (not designated as public highway or covered by traffic management orders) through the issue of Civil Penalty Notices. |

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| 3. | To identify and request removal of vehicles parked in infringement, abandoned or untaxed. |
| 4. | <p>To be responsible for carrying out inspections and checks on blue badges in vehicles and approach drivers displaying blue badges, checking the status of badge using the blue badge database APP and identifying if the badge is being misused, stolen, lost, or expired.</p> <p>To decide the best action or enforcement for each situation, (issuing PCN and requesting a removal or confiscating the Blue badge liaising with the Fraud team for possible legal action.</p> <p>Offering security advice and information on the correct use of a blue badge to blue badge holders and/or their companions.</p> <p>Responsible for writing a clear and accurate accounts of events in pocketbooks, writing witness a statement when requested by the Fraud team for use in cases that are to be progressed to the legal team.</p> <p>There may be a need to attend court as a witness on behalf of the authority.</p> <p>To evaluate the risk when approaching and conversing with each person using a blue badge and throughout the interaction.</p> |
| 5. | When working as part of a two-person crew, authorise the removal of vehicles in accordance with the Council's criteria and all relevant legislation, guidance, and codes of practice |
| 6. | To report defective parking equipment signs, and lines. |
| 7. | To report issues requiring investigation and/or action by other services within Tower Hamlets (e.g., defective streetlights, signs, litter, rubbish left out for collection, graffiti, and fly tipping). |
| 8. | To carry out parking enforcement by patrolling the borough's streets and estates on foot, bicycle, or motorised two-wheeler. |
| 9. | Ensure that when carrying out patrols of the borough's streets and estates by bicycle, or motorised two-wheeler that all vehicles being used are secured. |

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| 10. | To ensure all equipment used in the issue of PCNs is in working order and is always kept secure. Including but not limited to, handheld computers, body worn cameras, mobile phones, printers, and radio communication. |
| | As necessary, to provide statements to support cases dealt with by the independent adjudication service and to appear as the Council's witness at such hearings and in court. |
| 11. | To assist with and carry out surveys and issue information leaflets and notices as required. |
| 12. | Enforce parking and traffic regulations on the highway and in car parks through the issue of Penalty Charges and Civil Penalty Notices. |
| CORPORATE RESPONSIBILITIES | |
| 13. | Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach. |
| 14. | Develop and maintain positive relationships with colleagues, stakeholders, and communities to ensure the council and the directorate strategic priorities are effectively implemented. |
| 15. | Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups. |
| 16. | Support organisational change and learning, following, and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring, and review in delivering the functions of the role. |
| 17. | Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff. |
| PEOPLE | |
| 18. | As part of a two-person vehicle removal crew, to direct the removal of vehicles and assist in the removal operation by recording appropriate details, taking photographs, and acting to ensure the safety of the other crew member, self, public and the vehicle being removed. |
| 19. | To assist the public and act as a first point of contact for minor parking enquiries and enforcement matters. |

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| | To provide a high level of customer care and always promote a good external perception of the Council. |
| 20. | Ensure all customers are dealt with efficiently and effectively and appropriate provision is made for customers with special needs who might require assistance. |
| 21. | As part of a two-person vehicle removal crew, to direct the removal of vehicles and assist in the removal operation by recording appropriate details, taking photographs, and acting to ensure the safety of the other crew member, self, public and the vehicle being removed. |
| FINANCE | N/A |
| SERVICE | |
| 22. | To contribute to the overall development of Parking & Mobility Services within the Borough. |
| 23. | To maintain personal and professional development to meet the changing demands of the role and participate in appropriate training & development activities, including the council's performance, development, and review scheme. |
| | Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant Government regulations and legislation. To comply with the Council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area. |
| 24. | To fulfil all duties and responsibilities with proper regard to the Council's Health & Safety Policy and any other relevant legislation in order to ensure a safe working environment for the public, the post holder, and other members of staff. |
| 25. | To contribute to the overall development of Parking & Mobility Services within the Borough. |
| PERFORMANCE | |
| 26. | To issue Penalty Charge Notices to vehicles parked in contravention of the relevant restrictions. |
| 27. | To identify and report vehicles parked in contravention of parking restrictions or abandoned for removal. |
| 28. | To maintain a true and accurate record of enforcement activity that will support the recovery of unpaid penalty charges. |

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Person Specification

| Person Specification for the Post of | | Essential (E) or Desirable (D) (if applicable) | Method of Assessment A= Application Form T= Test I= Interview |
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| Knowledge | 1. Knowledge of parking legislation | E | AI |
| | 2. Basic computer skills/ accurate data entry | E | AI |

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| | 3. Ability to communicate over the Radio with Accuracy Brevity Clarity using radio phonetic alphabet codes | D | AI |
| Qualifications & Experience | 4. General Standard of Education | E | A |
| | 5. Previous experience as working as a Civil Enforcement Officer | D | AI |
| | 6. Experience of working in a Customer Service Environment | E | AI |
| | 7. Ability to work on own initiative | E | AI |
| | 8. Clear handwriting and able to compose concise accurate reports | E | AI |
| | 9. Ability to walk outside for a long period of time covering a whole shift in all types of weather conditions | E | AI |
| | 10. Be able or willing to ride a moped or competent at riding moped/motorcycle | E | AI |
| | 11. Must be legally entitled to work in the UK | E | AI |
| Living the TOWER Values sets out the essential behaviours required of all staff. | | They are aligned to the organisation's five TOWER Values | |

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| <p>We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets</p> | <p>Building relationships</p> <p>12. Takes steps to get to know people within in the team and to build positive relationships with them. Collaborating</p> <p>13. Shares information with others in a timely way, to deliver the best outcomes.</p> | <p>E</p> <p>E</p> | <p>AI</p> <p>AI</p> |
| <p>We are OPEN and transparent</p> | <p>Communicating clearly</p> <p>14. Thinks about the people they communicate with and adjusts their style accordingly.</p> <p>Being approachable</p> <p>15. Approachable and actively seeks feedback from others to improve how they do things</p> | <p>E</p> <p>E</p> | <p>AI</p> <p>AI</p> |
| <p>We are WILLING to challenge, innovate and be accountable</p> | <p>Being accountable</p> <p>16. Takes accountability for delivering own work and contributing to that of team</p> <p>Learning & challenge</p> <p>17. Seeks to learn from, both failures and successes, to improve how they do things where required</p> | <p>E</p> <p>E</p> | <p>AI</p> <p>AI</p> |
| <p>We empower each other to be EXCELLENT and go the extra mile</p> | <p>Being empowered</p> <p>18. Does work, within own area, without</p> | <p>E</p> | <p>AI</p> |

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| | being asked or told to do it, because they can explain the difference they have made | | |
| We RESPECT all communities, they are the heart of everything we do | <p>Understanding our customers' needs</p> <p>19. Listens to customers and take time to understand their point of view.</p> <p>Respecting diversity and being inclusive</p> <p>20. Is polite, helpful and inclusive towards people from our diverse community</p> | E | AI |
| Additional Requirements | <p>Flexible and willing to work in all-weather condition including evening, weekend, Night (night rate payment available), and bank holiday work when required</p> <p>To comply with the requirement to carry out a DBS check on this role</p> | | |