

Job specification



Job title: Civil Enforcement Officer (CEO)

Service: Parking Services

Grade: G4

Reporting to: Civil Enforcement Supervisor / Team Leader

Your job

The Traffic and Network Management section of the Council is made up of several different service areas, including Traffic, Highways, Infrastructure and Regulatory Services, Parking Enforcement and Car Park Management.

As a Civil Enforcement Officer (CEO) you will work closely with your Colleagues, along with your supervisor, to provide professional parking enforcement across the Borough, in line with the Traffic Management Act 2004. You will provide advice to members of the public in relation to all parking matters, representing the Council in a professional and courteous manner.

Whilst your primary role will be to enforce parking restrictions, you will also be expected to issue Fixed Penalty Charge Notices for littering, littering out of vehicles and dog fouling, as and when required.

You will be expected to work weekends on a rota basis, to meet service requirements. When you are required to work a Saturday and / or Sunday these will form part of your 4/5 normal working days for that week.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Issue Penalty Charge Notices (PCN's) to vehicles found to be in contravention of the parking regulations and in accordance with the Traffic Management Act 2004.
- Record, report and take appropriate action on any defects found in street furniture, including signs and road markings, or any suspect vehicles in accordance with Council procedures.
- Attend adjudication hearings when necessary to give supporting information in connection with contested PCN's. (Currently carried out over the telephone)
- Log your position manually in your HHCT, to allow for comprehensive reports to be drawn from the back-office system in relation to deployment and parking compliance.
- Use your phone and HHCT equipment in a proper manner in accordance with procedures and safeguard same from damage and misuse.
- Follow any deployment plans set by your Team Leader/Manager and contribute to the same deployment plans with intelligence gathering when out on patrol.

- To ensure any difficulties or problems occurring during the course of a normal working day are reported to your supervisor and to log all such reports and if necessary, complete an Incident Report.
- Carry out first line maintenance on car park P&D machines (coin jams, ticket replenishment etc.), reporting more complicated faults for repair.
- As required assist in cash collection from car park machines.
- Report for duty on time, wearing full uniform and be well groomed and of smart appearance.

On an ongoing basis you will:

- Issue Penalty Charge Notices (PCN's) to vehicles found to be in contravention of the parking regulations, in accordance with the relevant legislation on an on-going basis.
- Issue fixed Penalty Notices for, littering, littering out of vehicles and dog fouling as and when required.
- As requested, drive Council vehicles on Council business only, in accordance with policy and procedure.
- To represent the Council, providing advice and information concerning parking related matters, and other general advice where appropriate, to members of the public whenever asked, in a courteous, considerate, and professional manner.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements: -

- Patience and the ability to remain calm in stressful situations.
- The ability to work on your own and as part of a team.
- To be thorough and pay attention to detail.
- The ability to work flexibly including working weekends and working at any operational base.
- Effective verbal and written communication skills.
- Ability to write simple reports and complete pocketbook notes.
- The ability to understand people's reactions.
- Ability to prioritise, organise and multitask.
- The ability to communicate with the public, often in difficult and demanding circumstances.
- Ability to gain knowledge of the relevant legislation to carry out parking enforcement.
- Ability to be able to carry out basic tasks on a computer or hand-held device.
- A current valid driving licence or the ability to travel as required (across the Borough and potentially beyond) using own or public transport in the most effective manner.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Team Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

#TeamWiganDeal

Together we will

Deliver Deal 2030, working alongside our communities to make Wigan Borough an amazing and inclusive place to live and work, building a better future.

We will



Genuinely care for you and your wellbeing.



Champion a culture that inspires you to thrive.



Listen and engage with you to bring your ideas to life.



Celebrate your contribution and support you to reach your goals and aspirations.

I will



Look after my wellbeing and be kind to myself and others.



Work with others across #TeamWigan to be courageous, innovative and embrace technology.



Share my ideas and be accountable for making things happen.



Own my development and let my passion and positivity shine through.