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| |  | | --- | |  | | **Civil Enforcement Officer**  **(Parking)**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/> |   green band epsStockport Council  **Job Description** | |
| Post Title: Senior Civil Enforcement Officer  **Service Area:Public Realm**  **Directorate: Place**  **Team: Parking (Enforcement)** | Salary Grade: Scale 3 £18,795 - £19,171  (Plus 2 enhancements for unsocialable hours) |
| **Post Reports to: Civil Enforcement Team Leader**  **Post Responsible for: N/A** | |
| **Main Purpose of the Job:**  **Enforcement of parking restrictions on-street and in car parks.** | |
| **Summary of responsibilities and key areas:**  1. Issuing good quality Penalty Charge Notices and other notices as required keeping clear and accurate records and providing supportive information.  2. Acting upon dispensations and suspensions, placing cones and posting notices as required.  3. Recording and reporting on and off street defects and carrying out first line maintenance where trained.  4. Assisting and informing the public on parking and a variety of non parking issues  5. Accurately recording and reporting incidents and complaints from the public, reporting crime and anti social behaviour.  6. Assisting the Notice Processing Team and Car Park Maintenance Team, other internal and external agencies including the emergency services where appropriate.  7. Working flexibly in the interests of the service. | |
| **Job activities:**  **Public Contact**  8. To handle face-to-face contact with the public – including in very challenging and confrontational situations – in a measured and professional manner at all times.  9. Answering Questions from the public about parking restrictions and parking facilities.  10. Responding to reasonable non-parking related questions from the public, such as giving directions to local facilities.  11. To be the ‘eyes and ears’ for the Council out on the streets and report back as required.  12. Presenting a smart and clean image of the Council.  13. Being a courteous, helpful and approachable representative of the Council at all times.  **Issuing Notices**  14. Issuing good quality Penalty Charge Notices (PCNs), Fixed Penalty Notices to vehicles parked unlawfully.  15. Complete and accurate recording of all required details of PCNs in handheld computers (HHCs).  16. Undertaking appropriate and comprehensive observations on vehicles in preparation for issuing a PCN.  17. Taking clear and representative photographs in support of PCNs or for other purposes as requested.  18. Appearing in court or the Traffic Parking Tribunal in connection with notices issued or other incidents.  19. Legible, complete and accurate recording of all required PCN details in paper ticketbook.  20. Issuing of Warning Notices – using the same procedures, evidence gathering, observations and quality as for PCNs – in accordance with Council Policy.  21. Accurate recording of void and test tickets, with full explanations where appropriate.  22. Downloading HHCs daily at the end of each shift or as instructed.  **Dispensations / Suspensions**  23. Acting on instructions from managers or supervisors regarding parking dispensations and suspensions.  24. The placing of cones and / or posting of notices relating to parking dispensations and suspensions.  25. Taking appropriate action to enforce or withhold enforcement in relation to parking dispensations and suspensions.  **Defects**  26. Recording non-vehicle related details in HHCs and on paper, e.g. sign and line defects, damaged street furniture, graffiti. Recording and reporting defects to council vehicles used by the enforcement team as appropriate.  **Shifts & Rotas**  27. Following shift patterns, rotas, beats and break times as set out by managers and supervisors – including Sundays, weekends and Public Holidays, as appropriate.  28. Keeping accurate records of patrol routes and times in pocketbook and HHCs to ensure that location is traceable throughout the day.  29. Returning to base – or to any other location – promptly as requested by management and supervisors.  30. Use all forms of public and private transportation including council vehicles for journeys to and from patrol beats, stopping to enforce en route as appropriate.  31. Assisting colleagues in the course of their duties, including enforcement, accompanied patrols and responding to ‘Code Red’ request for assistance.  **Records & Systems**  32. Co-operating as appropriate with the compilation of statistics and the monitoring and survey material to the public.  33. To assist, from time to time, with the distribution of leaflets and other information and survey material to the public.  **Training**  34. To participate fully with all on-the-job, short-course and long-term training required to undertake the duties of the post.  **Incidents**  35. Accurate recording of incidents, conversations with the public and complaints for further action by others.  36. Making full and accurate written reports of incidents, including verbal and physical assaults against self and colleagues.  **Other Agencies**  37. Assisting the Police and other external and internal agencies in their duties as required.  38. Reporting crime and anti-social activities to the Police or others as appropriate.  **Machine Maintenance**  39. To carry out ‘first-line’ machine maintenance on pay-and-display machines and similar equipment – including ticket jams, coin jams, refilling ticket stock – after appropriate training.  40. To report to supervisors those machine faults that cannot be fixed by first-line maintenance, giving full details of action already taken.  **Equipment**  41. Effective use of all the features of the Council’s HHCs for issuing notices and for other activities, such as downloading data from pay-and-display machines.  42. Taking good care of all equipment issued – including HHCs and radios – and reporting all faults and malfunctions.  43. Appropriate use of radio communication equipment, with regard to procedures, protocols and relevant legislation as instructed.  44. Taking appropriate action when receiving messages and instructions from HHCs and radio communications.  45. Care of vehicles carrying out checks and maintenance duties as required by SMBC procedures.  **Misc**  46. The opening / closing and locking of barriers, shutters and gates and placing barriers, notices and cones as directed. Bagging off machines as directed.  47. To undertake such other duties related to the work of the department appropriate to the post, as may be assigned.  Resources (for which you are personally and identifiably accountable e.g. plant, equipment, vehicles, property, cash)  48. Vehicles and related equipment used in parking enforcement.  49. Hand held computers, cameras, radios, mobile phones, torches, pocket books, radar keys, locket and key, as supplied.  50. Uniforms.  51. Lost property and cash found on and off street when on duty, including cash from P&D machines. | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
| To work to the Council’s values and behaviours:   * To keep the people of **Stockport** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| Full driving licence and willingness to drive a Council vehicle ‘alternative arrangements will made for disabled applicants’ | Essential |
| Working knowledge of parking enforcement legislation and processes. | Desirable |
| Resilient – willing and able to appropriately and professionally handle confrontational situations involving members of the public who have been issued with PCNs | Essential |
| Experience of working in team environment govened by clear protocols & procedures. | Essential |
| Ability to assist in developing and amending working protocols and procedures. | Essential |
| Ability to provide performance data | Essential |
| Good advisory and guiding skills – to respond appropriately to queries from members of the public | Essential |
| Working knowledge of parking enforcement software e.g., Chipside and able to use hand-held computers and complete basic repairs of equipment (e.g. ticket machines) as necessary | Desirable |
| Commitment to the Health and Safety of all operations and the teams welfare. | Essential |
| Good motivational skills | Essential |
| Willing and able to undertake uniformed patrols – covering >7-14 miles a day (excluding travel to and from sites) – carrying equipment relevant to role | Essential |
| Able to issue and work effectively from instructions and guidance, ensuring adherence to procedures and regulations at all times | Essential |
| Willing and able open and close car parks, including opening/closing chained shutters and pedestrian barriers | Essential |
| Demonstrable numeracy, literacy and ICT skills at GCSE / BTEC level or above | Essential |
| Willingness to adopt a flexible approach to work | Essential |
| Communicating effectively | Essential |
| Being customer focussed | Essential |
| Effective team working | Essential |
| Personal organisation and effectiveness | Essential |
| Personal development | Essential |
| Working safely | Essential |
| Decision making | Essential |
| Dealing with difficult situations | Essential |
| Making the most of information and communication technology | Essential |
| Listening to feedback | Essential |
| Understands and actively supports Stockport Councils diversity and equality policy. | Essential |
| To meet Stockport Council’s standard of attendance. | Essential |
| A willingness to be flexible in a changing environment | Essential |
| TO BE INCLUDED WHEN THE ROLE IS COVERED BY THE FLUENCY DUTY (SEE GUIDANCE ON ENGLISH LANGUAGE REQUIREMENT)  The ability to converse at ease with service users/customers and provide advice in accurate spoken English. | Essential |