



City of
Stoke-on-Trent

Job Description

Job Title: Civil Enforcement Officer (Mobile)
Directorate: Place, Growth and Prosperity
Section: Enforcement
Grade Level 5

Job Purpose

To assist in the provision of an efficient, effective and responsive front line parking service, in line with agreed policies and priorities of the City Council. The main objective of a CEO is to ensure parking controls are observed and enforced in a fair, accurate and consistent manner.

Key Duties / Responsibilities

- 1 To assist in the provision of parking enforcement, including:-
 - a. Issuing accurate Penalty Charge Notices to all vehicles found to be parked in contravention of the Traffic Regulation Orders.
 - b. Patrol, either working on own initiative or as part of a team, identifying areas where parking contraventions are taking place and resolve, either through effective dialogue with the public or enforcement.
 - c. Wheel clamp and subsequently release vehicles as requested for parking infringements.
 - d. Report and, where appropriate, take the necessary enforcement action against untaxed vehicles found on the public road.
 - e. Report abandoned vehicles to the relevant officers.
 - f. Informing the Police of criminal parking activities.
 - g. Assisting with on street enforcement surveys.
 - h. Operate the City Council's multi storey car parks.
- 2 To report any witnessed changes to parking patterns, both on and off street to the Civil Enforcement Officer - Supervisor.
- 3 To give advice to all service users on traffic regulations, car park conditions of use and general parking enquiries.
- 4 To check and report defective (damaged or worn out) parking equipment, traffic signs and road markings, both on and off street, to the Civil Enforcement Officer - Supervisor.
- 5 To provide cover, when required, for the following areas:-
 - a. Civil Enforcement Officer – Supervisor
 - b. Shopmobility
 - c. Cash Collection
 - d. CCTV
- 6 To make formal witness statements and attend court or adjudication hearings as and when required to give evidence.
- 7 To carry out any other enforcement duties commensurate with the job grade.

- 8 To report all vandalism to the necessary department.
- 9 To complete all essential departmental paperwork, e.g. accident / incident reporting, vehicle checklists, etc.
- 10 To drive various types of vehicles in the course of daily duties and be responsible for the cleanliness and condition of the vehicles used.
- 11 To perform security checks on City Council buildings, parks and public open spaces, locking and unlocking when required. To change event day signage and open and close restricted areas.
- 12 To strictly adhere to the safe working practice Health and Safety Regulations and COSHH Regulations operating within the City Council. Be conversant with fire evacuation procedures. Take appropriate action to protect the public from potential hazardous situations.
- 13 To operate both hand held and office based computers and other equipment as tools in the provision of the service and be responsible for the condition of all equipment issued and used reporting any defects immediately.
- 14 To undertake efficient first line maintenance / repair of all parking machines and associated equipment.
- 15 To ensure that adequate ticket stock levels are maintained at all times and machines replenished in order to guarantee service delivery.
- 16 To liaise directly with the on – duty Civil Enforcement Officer – Supervisor or Service Recipients for faults outside the post holders scope and complete any necessary paperwork.
- 17 To clear snow and grit areas within the Parking remit as required.
- 18 To undertake such training as appropriate to the post objective and as directed by the Civil Enforcement Service Lead.
- 19 To undertake any other duties appropriate to the post.

Person Specification



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Section: Enforcement & Operations

Minimum Essential Requirements - Evidenced by: **a:** application form **b:** test **c:** interview

| | a | b | c |
|---|----------|----------|----------|
| Relevant experience dealing with the public in frequently difficult situations. | ✓ | | ✓ |
| Good verbal and written communication skills. | ✓ | | ✓ |
| An understanding of and commitment to the provision of a high quality customer service. | ✓ | | ✓ |
| Previous experience of using computers. | ✓ | | ✓ |
| Must be a good team worker with a patient, tactful personality. | | | ✓ |
| Ability to work well under pressure and remain calm in difficult situations. | ✓ | | ✓ |
| Ability to adapt to ever changing circumstances. | ✓ | | ✓ |
| Self-motivated. | ✓ | | ✓ |
| Good interpersonal skills. | ✓ | | ✓ |
| Confident and presentable manner. | | | ✓ |
| High level of commitment to Equal Opportunities and Customer Care. | | | ✓ |
| Be fit to carry out the duties of a Civil Enforcement Officer (walking up to 8 hours / day, snow clearing, lifting weights of up to 25 kilos and be capable of carrying equipment of approx 3.6 kilos). | | | ✓ |
| Must hold a full driving licence | ✓ | | ✓ |
| An ability to fulfil all spoken aspects of the role with confidence through the medium of English | | | ✓ |



Conditions of Service

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| Job Title: | Civil Enforcement Officer |
| Directorate: | Place, Growth and Prosperity |
| Section: | Enforcement and Operations |
| Grade: | Level 5 plus shift allowance |
| Salary: | £19,554- £21,589 |

Duration: This is a permanent post

Working Hours: You will work on a rota as agreed by the manager. Your normal working week will include 37 hours work in connection with the seven day opening.

Annual Leave Entitlement: You will be entitled to 27 days annual leave rising to 32 days after five years continuous service and eight public / bank holidays. The above entitlement will be calculated pro rata depending upon hours of work

Sickness Absence: This will be paid at basic levels. This means that any enhancements normally received for shift work, weekend working and so on will not be paid on days when you are absent from work due to sickness

Pension Provisions: For occupational pension purposes you will have the choice of:-

- a. Joining or continuing in the Local Government Pension Scheme.
- b. Arranging your own personal pension provision approved by the Inland Revenue.

Business Mileage: If you have to use your own vehicle on council business please ensure that you are insured to do so then the appropriate allowance is payable as per the national scheme.

Notice Period: Your notice period will be dependent upon the grade of the post and your continuous service.

Probation Period: New entrants to local Government service are subject to a probationary period of six months during which you are expected to establish your suitability to the post.

Equal Opportunities Monitoring: New entrants must provide details of ethnicity and disability for the starter forms to enable the city council to monitor its progress towards being an equal opportunities employer.

Medical Examination: Your employment is subject to the council's medical adviser giving medical clearance. Initially, this will take the form of a medical questionnaire.

Clothing and Uniforms: You must wear protective clothing/uniforms that may be issued to you.

Disclosure and Barring Service (DBS) Check: This post is exempted under the Rehabilitation of Offenders Act 1974 therefore appointment to this post is conditional upon the receipt of a satisfactory response to a check of police records. You should note that the existence of an unsatisfactory police check may result in the withdrawal of the offer of employment.

If during your continued employment you receive any convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions)

Order 1974 (as amended on 2013) you are required to disclose to your manager immediately that you have been convicted or cautioned during the period of your employment. Guidance and criteria on the filtering of “unprotected” cautions and convictions can be found on the Disclosure and Barring Service website.

Asylum and Immigration: According to the Immigration, Asylum, Nationality Act 2006 you must (if appointed) provide proof of current and valid permission to be in the United Kingdom, and valid permission to do the type of work offered.

Your continuing employment is subject to you having leave to remain and work in the United Kingdom by having a valid work permit. Should your work permit fail to be renewed at a future date, the authority would have to terminate your contract with immediate effect.

Trade Unions: As your employer, we support the system of collective bargaining in every way and believe in the principal of solving industrial relations problems by discussion and agreement. For practical purposes, this can only be conducted by representatives of the employers and of the employees. If collective bargaining of this kind is to continue and improve for the benefit of both, it is essential that the employee’s organisations should be fully representative. Therefore, it is recommended that employees become a member of a trade union represented on the relevant national joint council.

A full list of the trade unions appropriate to the type and nature of employment is available from HR.

Other Conditions of Service: Any other conditions of service are as per the Scheme of Conditions of the National Joint Council for Local Government Services as amended by decisions, rules and regulations of the City Council.