

Job Description

Job Title	Civil Enforcement Officer
Directorate	Neighbourhoods and Housing
Service Area	Parking Services
Grade	5
Competency Level	1
Salary	£30,060 - £34,314
Job Type	Field Based
Location	Citywide
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	

Job Purpose

The Civil Enforcement Officer will contribute to the management of Liverpool's highway network by ensuring that highway users comply with parking and traffic regulations. Civil Enforcement Officers will identify and take appropriate action against those who do not comply, therefore playing a key role in keeping the highway operating safely and effectively.

Key objectives are to maximise compliance with parking and traffic rule regulations, identify and take appropriate action against non-compliance, ensure enforcement

action is appropriate and accurate and that customers and stakeholders receive the highest standards of service.

Directly Responsible For:

Not applicable

Directly Responsible To:

Senior Parking Enforcement Officer

Main Areas of Responsibility:

- To carry out mobile patrols at all on and off street permitted parking locations, in accordance with policies and procedures in line with the relevant and live rota
- To support the daily operational activities and the execution of parking enforcement alongside other Civil Enforcement Officers, including external partners from multi-agency enforcement initiatives
- To attend regular briefings to ensure that priorities and responsibilities are fully understood together with expectations from the civil enforcement activities
- To use provided equipment - such as handheld computer terminals, printers, cameras, and mobile phones - to issue PCNs in accordance with operating instructions. Record details accurately and clearly in accordance with statutory requirements
- Ensure the proper use and safekeeping of equipment and regularly check for any faults (such as date and time) or damages to report to the Senior Parking Enforcement Officer
- Regularly perform cash collection activities from car park and on street parking machines, ensuring that the collected sums of money are safely delivered to the Parking Service office, in accordance with LCC procedures

- To ensure the establishment of positive liaisons and relationships with colleagues and users of the parking service and be flexible and responsive to working times, patterns, locations and changing processes when necessary
- Actively ensure full knowledge of updated parking regulations and legislation in order to accurately identify contraventions and undertake correct enforcement actions
- Be aware of and abide by lone worker recommendations when appropriate
- To participate in any appropriate training and development in relation to Civil Parking Enforcement or Health and Safety to ultimately improve effectiveness, efficiency and delivery of service
- Undertake regular Counter terrorism training to ensure that your knowledge and techniques remain up to date
- Maintain effective relationships with law enforcement organisations to ensure that you are aware of any situations that may occur during your on-street activities
- To report any irregularities to the appropriate organisation to ensure necessary action is taken
- To report damage, graffiti or vandalism of public property, dirty streets and pavements, obstructions, non-working traffic signals, pedestrian crossings and street lights which could constitute a hazard to members of the public, both on and off the highway
- When necessary remove blue badge licences when violations have occurred.
- To undertake training and mentoring activities for new staff
- To hold clear accountability for self and team results and the ability to motivate and encourage others, identify improvement opportunities, and overcome challenges to success
- To issue Penalty Charge Notices to contravening vehicles through the relevant methods
- To report suspected untaxed or abandoned vehicles to the appropriate authority

- To arrange for immobilisation or removal of infringing vehicles in line with appropriate procedures and authorities
- Provide reports and necessary documented details in support of any subsequent action in relation to removal of abandoned vehicles
- To record and report, using agreed procedures, any road defects, damages to parking related equipment or machine faults to Principal Parking Enforcement Officers or any other relevant authority
- To maintain records of photographic evidence or mobile device notes relating to illegal parking activity and construct written and verbal reports or witness statements for adjudication hearings if necessary
- To represent the council and parking services team in accordance with the standards expected and in a professional manner, by providing parking related as well as general advice to members of the public
- To be able to balance costs, benefits, or other implications of various courses of action and support initiatives to continuously improve business processes and procedures
- To ensure that correct uniform and identification is worn consistently and kept to a clean and tidy standard
- To review and process contraventions via mobile or CCTV enforcement cameras; be attentive to any occurrence of a suspicious nature and report occurrences to Principal Officers or any relevant authority
- To be aware of the Council's responsibilities under the Data Protection Act for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply
- To perform any other relevant ad hoc duties as required which are commensurate with the grade, including those which are in the interest or improvement of the service, or in response to the exigencies of the service

Supervision and Management Responsibility:

- No supervisory or line management responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Ensuring that your work complies with all statutory requirements, Standing Orders and Financial Regulations of the City Council
- Maintaining proper stewardship of the Council's assets and reporting any financial risks
- Maintaining up to date financial records on the Corporate Finance System
- To ensure line managers receive integrated performance and financial information about their service and bringing to their attention any material issues that might impact on the financial performance or financial management arrangements of the Council

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Working outdoors throughout the day in all weather conditions
- Lifting / carrying traffic cones and traffic signs
- Patrolling on foot for extended periods
- Driving for extended periods within legal parameters

- Viewing monitors / screens for extended periods
- Carrying PPE
- Completion of dynamic risk assessments as and when required should it be necessary
- Testing and repairing pay and display machines

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Good general standard of education including Maths and English (A,E)

Desirable

- GCSEs at Grade C/4 or above in Maths and English, HNC or NVQ Level 3 or equivalent in a relevant subject
- Detailed knowledge of the Highway Code

Experience

Essential

- Awareness of relevant legislation and statutory requirements relating to traffic management and parking e.g. (A)
 - The Traffic Management Act 2004
 - The Road Traffic Act 1991
 - The Road Regulation Act 1984
 - The Refuse Disposal Act 1978
 - Any other relevant legislation
- Evidence of previous experience in a front-line customer service environment (A,I)

- Experience or ability to deal in a calm and objective way with conflicting demands and deadlines to ensure positive outcomes, with the ability to use initiative in problem-solving and decision-making (A,I)

Desirable

- Experience working in a team environment
- Experience using excel spreadsheets or other data manipulation software
- Strong geographical knowledge of Liverpool City

Skills/Abilities

Essential

- Excellent communication skills, with the ability to communicate effectively through detailed reports and other written formats, demonstrating good time management skills on actions (I)
- The ability to demonstrate good customer care skills with excellent people skills, and the ability to conduct adverse and potential confrontational discussions, either face to face or via phone (I)
- Physically capable of carrying out patrols on foot for extended periods, through all weather conditions (A)
- The ability to demonstrate great attention to detail and prioritise important tasks, in line with the team and service's goals, with the ability to work both as part of a team and independently (I)

Desirable

- Working knowledge of computer software i.e. Microsoft Office
- Ability to undergo intensive induction training and pass industry standard examination at the end of induction training

Commitment

Essential

- Willingness to undertake shifts covering evenings, weekends and Bank Holidays (A,I)
- To regularly wear and maintain a uniform supplied by Liverpool City Council (A)
- The ability to demonstrate an understanding and commitment to the principles underlying equal opportunities and maintain a high standard of ethics, professional conduct and probity (I)
- A commitment to continuous improvement and personal development across the organisation and to remaining customer-focused and performance-oriented in order to deliver a high-quality service (A)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Sensitive attitude to the changing needs of the service and an enthusiasm to present a positive image of the service

Other

Essential

- Be responsible for the safe keeping of information / data in relation to parking enforcement, regulation, parking income and other systems in accordance with the Council's Information Governance Policy (A)

Desirable

- Current, clean and full manual driving licence