

Civil Enforcement Officer

Salary: Band 5 £20,159 - £21,841

37 hours per week, Monday 12:30 - 20:00, Tuesday - Friday 12:00 - 20:00

Permanent

We are looking to recruit 4 new CEOs to join the team.

The Service

The Transport, Environment and Business Support service provides services and improves outcomes in the following areas; sustainable transport, transport planning, traffic management and road safety, highways and coastal management and public transport, city centre management, parking and street cleansing.

The Parking team delivers all aspects of parking enforcement within the City boundaries. It works to deliver this through 4 key priorities:

- Road Safety
- Arterial Routes- *maintaining free flow of traffic*
- Revenue Protection- *relating to pay and display areas*
- Improving Parking Facilities for Residents- *residential parking schemes*

As a service we take pride in our work by valuing others, focusing on what's important so that we make a real and positive difference. Our values are outlined in our Ways of Working and our Guiding Principles and if they reflect how you are and how you work then this could be the role that meets your expectations.

What is the role?

In this role you will report to your Senior CEO/Parking Supervisor and the Duty Supervisor/Senior CEO as necessary. You will work within the scope of empowerment and will be required to patrol the areas where on and off street parking is in operation. You will ensure that the Pay and Display and Traffic Management Act 2004 Regulations (and other relevant other legislations) are complied with and you will issue Penalty Charge Notices in the event of any breach of these regulations.

Your duties and responsibilities include:

- Promoting Road Safety for vulnerable road users, for example the enforcement of school restrictions.
- Ensuring the free flow of vehicles on key strategic routes and ensuring compliance with pay and display regulations.
- Enforcement of residents parking areas and enforcement of parking restrictions as posted.

- Inspecting the car parking area within the allocated patrol on a daily basis, reporting any faults with meters, signage/lineage or other matters to the duty senior/supervisor.
- Issue of Penalty Charge Notices as required and appearing in Court or before the national Adjudication Service when required as a witness.
- Patrolling outlying areas in a City Council vehicles or on bicycle (as required)
- Use of associated enforcement equipment.
- To wear the approved uniform whilst on duty including a body worn video camera.
- To be aware of the roles and responsibilities under equal opportunities and PCC's policy.
- Contribute to Best Value by working in an efficient, effective and economic way and to suggest and implement ways of working whenever possible.
- Undertaking any other duties required by the Parking Operations Manager or his representative commensurate with the designation and grading level of the post.

Our Parking Team are a fully supported team, reflected in the testimony of staff:

"Reasons I applied for the job as a Civil Enforcement Officer.

I had heard that Portsmouth City Council were good to work for and the pension is a good one too"

Why I like my job?

"I get to work outside. My Team are always there for help and support. The supervisors and managers are helpful and friendly too."

"I applied to join the Parking Service to do a varied job that took me outside the confines of an office. Also, I knew that working for the local authority provided excellent benefits such as a generous annual leave entitlement and access to one of the best pension schemes available"

Who is the person?

You will need to be/have:

- Full UK manual driving licence or in the process of obtaining one as there are times when you may be required to drive a service vehicle (essential).
- Able to use a hand held computer device with small fonts, these devices are about the size of a smart phone.
- Good level of physical fitness as you must be able to carry up to 10lbs in equipment with the use of a utility belt/vest and be able to walk up to 10 miles per day as well as confidently riding a bicycle.
- Able to undertake manual handling duties including removal and replacement of barriers and bollards.
- Able to work in adverse weather conditions.
- Good communication skills with a good level of spoken and written English and a customer focused approach to work and be able to communicate with people at all levels.

- Confidence in dealing with challenging situations and customers and able to demonstrate a good level of customer service.
- Able to work alone and as part of a team.
- Flexible, you must be able to work a shift pattern outside of normal core hours and to work additional hours (overtime) as and when required for special enforcement and late night/early morning enforcement duties, as well as switching teams as required to cover business needs such as holidays and events.
- Is able to use own initiative in making decisions adhering to the ethos of empowerment, as well as working and managing under pressure.
- Ideally has a good knowledge of Portsmouth streets and previous knowledge of Parking Enforcement is desirable but not essential as full training is given.
- Is willing to take on additional training for personal development as you will be expected to complete the City Guilds Level 2 qualification in Civil Enforcement Officers Roles & responsibilities and conflict management.

Closing time/date, midnight on the 10th February 2021.

Applications received after this may not be considered.

Interviews will be held on 24th/25th February 2021.

How to apply: Please see attached documents at the bottom of the Job page and ensure you fully read and follow the guidance so you fully demonstrate how you meet the points on the job profile. **PLEASE DO NOT JUST SUBMIT A CV.**

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.