

Civil Enforcement Officer Parking Services Band 4

To promote responsible parking and ensure the free and safe movement of traffic in the on and off-street environments. Working in any part of the overall controlled zone. Responsible for the enforcement of legislation relating to the Traffic Management Act (2004) and any subsequent legislation.

Key responsibilities and activities

To assist in providing an effective and efficient service under the direction of the Patrol Supervisor. This will include the following work areas and mainly working with computerised information systems:

Parking Services duties

- To patrol restricted parking areas, car parks and on street pay and display parking bays and resident parking schemes to monitor compliance and enforce TMA 2004 and subsequent and related legislation.
- To take appropriate enforcement action under current legislation to include the issuing of Penalty Charge Notices using handheld computer devices or mobile phones, investigate and assess individual cases, collect photographic evidence, keep detailed case notes, make written reports to enable subsequent legal action and attend Adjudication Tribunals when required.
- Ensure all pay and display equipment and/or payment services are serviceable by carrying out regular checks, ensuring ticket levels are sufficient, identifying faults and liaising with the Parking Team to rectify issues.
- Maintain good knowledge of parking issues and legislation throughout the overall controlled parking area.
- Reporting any missing signs, road markings and anything that may constitute an enforcement issue or health and safety issue.
- Maintaining good working relationships with other service areas and external agencies such as Police and DVLA.
- Checking that parking areas comply with health and safety regulations.
- Carry out cash collection services from pay and display machines as directed by Patrol Supervisor.

General

- Carrying out any other duties as required by the Parking Services Management Team.

- Actively supporting the management team to fulfil corporate objectives and shared service goals.