

JOB SUMMARY

Post Title	<i>Civil Enforcement Officer</i>					
Job Family		Pay Range	6	Line Manager to others?	No	Role profile ref
Service Area	<i>Community Services</i>					
Line Manager	<i>Civil Enforcement Officer Supervisor</i>					
Location	<i>Isle of Wight Council on and off-street parking locations / County Hall, Newport</i>					

Job Purpose
 To carry out inspections of all on and off street parking restrictions; identify any parking contraventions and issue Penalty Charge Notices (PCN) in accordance with specified standards.

- Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)**
- To patrol Islandwide parking restrictions to ensure compliance with relevant Traffic Regulation Orders and Parking Places Orders.
 - To maintain an accurate log and data capture by use of handheld computers, capturing detailed evidence; where appropriate use the handheld camera facility to compile a photographic record to support the PCN.
 - To work different shifts and reasonable overtime as defined by the line manager. You will be required to work overtime.
 - To observe and monitor other parking related indiscretions and report accordingly using the appropriate mechanism; this includes but is not exhaustively: persistent evaders; the misuse of disabled badges and any unauthorised use of parking places (skips, materials, trailers etc.)
 - To record any statements made by motorists and other relevant statements from the public. You maybe required to provide a precise record to support the PCN.
 - To communicate clearly and politely at all times; acting as Ambassadors for the Council. To act as a first point of contact and where necessary assist with the public with general enquiries and to be responsible for all health and safety issues which may arise in the fulfilment of the role.
 - To educate and inform parents, teachers and governors about responsible parking, signage and school markings and distributing information leaflets whilst on patrol at schools.
 - To carry out any other duties commensurate with the general level of responsibility of the post as defined by your supervisor.

Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Substantial Experience of working with the public		E	
A range of clerical equipment		E	
Knowledge and understanding of regulations relating to parking enforcement			D
Knowledge of Council parking policies and objectives			D
Able to communicate tactfully and effectively with the public		E	
Observant and able to record accurately information through the use of written text and handheld computers		E	
A mature and professional approach and the ability to use own initiative		E	
Ability to work flexible hours i.e. evenings, weekends and overtime		E	
A flexible disposition with diplomacy and discretion, and the ability to deal with an aggravated person in a courteous manner		E	

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avoiding conflict			
A self-motivator. The ability to work part of a team without direct supervision.		E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Good English and Maths (GCSC grades 9-4 or equivalent)		E	
Level 2 City & Guilds (1889) in Parking Enforcement			D
Other Requirements			
<i>Physically fit and mobile, with the ability to patrol on foot on a daily basis and to work outside in all weathers</i>			
<i>Own transport and full car driving licence.</i>			
<i>Smart appearance and to display honesty and integrity at all times.</i>			
Organisation Structure (optional)			