

Job Description Civil Enforcement Officer

Service:	Highways	Team:	Parking Services
Location:	Countywide		
Salary range:	£20,043- £22,129	Grade:	5
Reports to:	On Street Supervisor	Staff responsible for:	0

Job Purpose

The purpose of a Civil Enforcement Officer (CEO) is to contribute towards the management of Lancashire's highway network by ensuring that highway users comply with parking and traffic regulations. CEO's will identify and take appropriate action against those that do not comply, therefore playing a key role in keeping the highway network operating safely and effectively. The key objectives of the role are: -

- maximise compliance with parking and traffic rules and regulations
- identify and take appropriate action against non-compliance
- ensure enforcement action is appropriate and accurate
- that our customers and stakeholders receive the highest standards of service

Given the different types of enforcement used and to support the administrative functions of the team a CEO will spend their working day in two primary ways: -

1. Patrolling Lancashire's highway network both on foot and in a Lancashire County Council vehicle, which you may also be required to drive. You will be required to work outside in all-weather conditions as well as working in potentially challenging situations.
2. You may also be required to work in a county council office anywhere in Lancashire or from home undertaking a range of enforcement and support functions.

Whether you are patrolling the highway or office based you will use a range of ICT to undertake the role. When patrolling you will be required to wear a uniform. Full training and a uniform will be provided.

The post is a full-time position (37 hours per week). Your normal working base will be at County Hall, Preston but you may be required to work in other parts of Lancashire. The service operates 24 hours a day 7 days a week so you will be expected to work on a 5 over 7 day working week on a shift/rota basis to ensure suitable enforcement coverage. **You will also need to have a full driving licence and be able to drive a Lancashire County Council vehicle.** Prior to taking up the role you will be required to go through health screening and an enhanced DBS check. Successful candidates will be required to complete and pass all necessary training and accreditation within 6 months of starting employment.

Accountabilities/Responsibilities

- Carry out parking enforcement activities in line with all regulatory and operational procedures and standards.
- Completion all required documentation relevant to the role (both paper based and electronically) in a thorough and timely manner and in line with all regulatory and operational requirements.
- Ensure that you operate in a diligent, effective and efficient way when undertaking your duties.
- Provide excellent customer service and in all situations ensure that you are courteous and act in a professional manner at all times.
- When undertaking duties that require you to wear a uniform you must wear these whilst carrying out your duties. At all other times you are required to dress in a way that is appropriate to the work you have to do, as determined by your line manager or recognised conventions (e.g. smart clothes for court appearances, public meetings, etc).
- Take care to ensure that your personal hygiene and also your personal appearance is appropriate having regard to the conventions of your workplace and internal/external working environment.
- Be responsible for a range of ICT equipment including mobile devices, printers and bodycams ensuring they are charged, downloaded, updated and used in a secure way and in line with regulatory and operational procedures.
- Undertake other duties as and when required and directed to by your line managers and supervisors, for example opening and closing of office/base premises.
- Support new members of the team and assist with induction and training

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification: Civil Enforcement Officer

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
GCSE or equivalent in English and Mathematics*
Experience
<ul style="list-style-type: none"> • Experience of dealing with the public or working in a customer focused service. • Experience of using ICT in a work-based situation or setting to capture, record and monitor actions or procedures. • Experience of working to defined processes or protocols • Experience of working to strict deadlines. • Experience of undertaking civil enforcement tasks or similar*
Essential Knowledge, Skills & Abilities
<ul style="list-style-type: none"> • Ability to work effectively as a member of a team and understand how working together can achieve positive outcomes. • Ability to communicate clearly and calmly with members of the public often in difficult, demanding and potentially aggressive circumstances. • A demonstrable ability to develop and maintain good working relationships with a wide range of people and stakeholders. • Excellent literacy, numeracy & verbal communication skills – <i>this will be evidenced by the completion of the application and supporting documentation; and if chosen for interview how well you communicate at the interview.</i> • An ability to maintain high levels of attention to detail. • Excellent observational skills which you can maintain for long periods of time • Able to show you can confidently use a range of ICT equipment in a work or education setting. • Ability to manage broad and varied workloads and work within given parameters to deadlines and targets
Other Essential Requirements
<ul style="list-style-type: none"> • Commitment to equality and diversity • Commitment to health & safety • Display the LCC values and behaviours at all times and actively promote them in others. • You must have a full UK driving Licence. <i>In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive or are currently preparing to take their driving test.</i>