



JOB PROFILE

Job Title:	Civil Enforcement Officer
Service Area:	Parking Services
Grade:	3
Reporting Manager:	Parking Services Team Leader
Direct reports:	None

Job summary:

Monitoring and enforcement of all aspects the council's Parking Service and other such contraventions of the Traffic Management Act 2004 delegated to the Council by the Secretary of State for Transport. Monitoring and reporting on all aspects of the street scene across the district.

Key responsibilities:

To patrol and inspect all areas of the district in which Traffic Regulation Orders (TRO's) are in force, both on street and public off street car parks.

To identify those vehicles contravening TRO's and record all details of the contravention including digital photographs and issue a Penalty Charge Notice where appropriate in accordance with approved procedures.

To identify aspects of the street scene which are below approved standards or detract from the environment and report those aspects to the responsible service.

To maintain full and accurate records of all street scene reports, incidents and TRO contraventions by means of a pocketbook or other approved method.

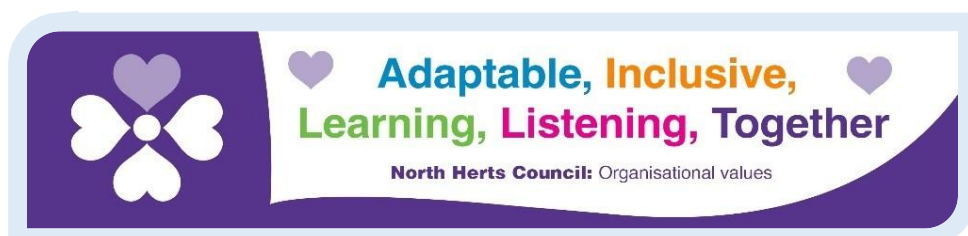
To assist whenever necessary with basic ticket machine maintenance and replenishing of tickets.

To assist members of the public with parking queries.

Please follow this link to read your general responsibilities:

[General responsibilities for employees | North Herts Council \(north-herts.gov.uk\)](https://www.north-herts.gov.uk/general-responsibilities-for-employees)

Key Requirements:		Essential desirable
Qualifications:	Certificate in basic IT skills	D
	Knowledge of Parking Regulations	D



Job related experience & knowledge:	Experience in dealing with members of the public Ability to operate basic IT equipment Experience in a similar post	E E D
Skills & attributes required for the role:	Confident in conversing in fluent English which is sufficient to fulfil all aspects of the role. Excellent oral and written communication skills Accurate written communication skills An ability to deal with members of the public in difficult situations, to remain calm and unprovoked Ability to work both independently and in a team environment Self-motivated, enthusiastic approach to work Excellent timekeeping to ensure team performance Flexible	E E E E E E E E
Other:	Willingness to work in the open air in occasionally inclement weather Willingness to work within a rota system with occasional evening and weekend working Willingness to walk for a large percentage of the working day Full UK driving licence and willingness to drive council vehicle	E E E E

*E = Essential D = Desirable

Signed.....Employee

Date.....

