

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

Job title:	Civil Enforcement Officer	Location:	Witney based - Woodgreen
Job group:	Case/Field Worker - Level 1	Peer group no:	PG-C8
Reports to:	Maria Wheatley	Working hours:	37
Business World Post number:	800686, 8800729, 880000669	Line management responsibility:	No
		Direct Reports:	n/a
FTE Salary pro rata:	£19,003 - £19,909	Contract type:	Permanent
		Further detail	n/a
Main purpose of this specific role:	Working as a Civil Enforcement Officer the main purpose of the role is to patrol, the streets and off-street car parks within the District that are subject to parking restrictions in accordance with regulations. Maintain accurate records of patrols and to issue penalty charge notices to contravening vehicles, using handheld computers, written notes and photographs.		
Essential qualifications/skills/ experience specific to this role:	<p>Qualifications</p> <ul style="list-style-type: none"> • Secondary school qualifications to include maths and English • Basic computer skills <p>Requirements and Skills</p> <ul style="list-style-type: none"> • Excellent communication skills • Must have current driving license and the ability to meet travelling needs of the role, including driving company vehicles. • Customer focused and the ability to deal with people 		

	<ul style="list-style-type: none"> • Is proactive/self-motivated • Prioritises and good time keeping • Is flexible with a positive attitude • Ability to maintain confidentiality in accordance with Data Protection • To advise and assist members of the public on parking procedure and general enquiries including giving directions. • Able to work a 2 week shift pattern; working 37 hours per week, by rota, including alternate Saturdays. And the additional hours, which are 3 Sundays per year, 1 Bank Holiday per year and 3 evening shifts, all at enhanced rates. • To monitor, report and enforce any misuse of the disabled blue badge scheme. • Ability to attend training to attain the relevant qualifications. • Ability to work with minimal supervision. • Flexible to work across the range of duties outside in all weathers, (all weather uniform provided).
	Generic Job Profile:
Main Purpose:	<p>The purpose of this role is to:</p> <ul style="list-style-type: none"> • Take ownership of customer cases, including consultation with relevant subject matter experts • To escalate to the relevant expert as and when necessary • Undertake site visits if/when required
Key Responsibilities:	<ol style="list-style-type: none"> 1. Deal with routine service requests, which may relate to a specific functional area across the organisation and/or externally 2. Work within relevant legislation, prescribed policy, procedures and guidelines 3. Escalate to technical colleagues when necessary 4. Ensure all relevant customer and company information is captured and recorded accurately 5. Manage workload in order to meet the demands and targets within the function 6. Carry out duties with discretion, integrity and maintain confidentiality 7. Undertake any other duties as reasonably required to do so
General Accountabilities:	<ul style="list-style-type: none"> • The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • To support the response to a major incident, including taking up a designated role within the emergency management framework

<p>Essential Requirements, Qualifications, Skills and Abilities:</p>	<ul style="list-style-type: none"> ● A minimum of 5 qualifications equivalent to NVQ level 2 or GCSE at Grade C/4 or above, must include Maths and English ● Ability to build customer relationships ● Experience in assessing routine situations and carrying out inspections if and when required ● Ability to remain calm and confident when dealing with challenging customers and environments ● Ability to resolve routine issues by negotiation ● Maintain accurate and up to date records ● Demonstrate commitment and resilience to succeed ● Excellent written and verbal communication skills ● Ability to manage time effectively ● Competent in using a range of technology and software packages, including Microsoft and Google
<p>Desirable Requirements Qualifications, Skills and Abilities:</p>	<ul style="list-style-type: none"> ● Relevant recognised qualification ● Knowledge and experience of working in a public sector organisation
<p>Special Conditions:</p>	<ul style="list-style-type: none"> ● There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business ● You will be expected to work reasonable additional hours in line with the needs of the service ● Ability to travel
<p>Date reviewed:</p>	<p>13/09/2021</p>
<p>Reviewed by:</p>	<p>Maria Wheatley</p>
<p>Manager job title:</p>	<p>Parking Manager</p>
<p>Date of issue:</p>	<p>Click here to enter a date.</p>