

Job Profile

Position Details	
Post	Civil Enforcement Officer
Service Area	Environment & Neighbourhood – Parking Enforcement Operations
Reports to	Parking Enforcement Team Leader
Grade	SC4
Job Family	To be completed by HR

Role Purpose
To ensure the effective enforcement of parking regulations within the borough's Special Parking Areas and Controlled Parking Zones. To be an ambassador for Haringey Council, promoting good relations with all members of the public and to ensure that the Council is represented in a professional and positive manner.

Main Responsibilities
<ol style="list-style-type: none"> 1. To have a basic understanding of Haringey Councils' controlled parking policies and the statutory framework relating permitted parking (i.e. designated parking spaces) and prohibited parking (i.e. yellow lines and footway parking). 2. To enforce parking and footway restrictions as required. 3. To patrol a specified beat/area, the required level of times per shift, as instructed by the parking team leader. 4. To operate a handheld computer to issue Penalty Charge Notices (PCN) to all vehicles contravening parking regulations. 5. To advise and assist members of the public in relation to the Councils' Parking Enforcement policy and primary objectives, ensuring excellent standards of customer care. 6. To authorise vehicles for removal in accordance with the removal criteria. 7. To report faulty or missing street furniture, defects to parking lines and signs, and abandoned vehicles. 8. To complete relevant documentation during enforcement patrols, including pocketbooks and Penalty Charge Notices, as well as other relevant information, including statements made by drivers. 9. To take photographs to support the enforcement action taken, to provide unwavering evidence of the parking contravention. 10. To exercise responsibilities under health and safety legislation and regulations- participating in the production of Risk Assessments and understanding risk faced 'on street'. 11. To ensure all uniform is used in a professional manner and to be responsible for the care of all uniform items. Any worn out items of uniform must be reported immediately. The appropriate uniform items must be worn at all times whilst carrying out enforcement activity. 12. To ensure all incidents (Code Reds and Code Yellows) are brought to the attention of the Duty Senior

Civil Enforcement Officer immediately, providing written statements and reports. To attend court or adjudication panels when required, as well as to submit evidence when called upon.

13. To adhere to the council's equipment procedures, ensuring that all equipment is given due care and protection, as well as for faults and damaged equipment to be immediately reported to the Duty Senior Civil Enforcement Officer.
14. To undertake the necessary tests and checks to equipment prior to deployment.
15. To undertake such other duties as may be required which are commensurate with objectives of the post.
16. In agreement with management to undertake other duties on a voluntary basis which contribute to maintaining effective levels of performance and quality of work within the Parking Enforcement Service, such as to be deployed to work in the CCTV control room.
17. The Council has a strong commitment to achieving equality of opportunity in both service to the community and the employment of people and expect all employees to understand and promote its policies in their work.
18. Understanding, knowledge and ability to follow guidelines that ensure compliance to Health and Safety at Work, Data Protection and other statutory requirements.
19. Health and Safety aspects/issues, first aid/manual handling etc in relation to working environment, i.e. Hazardous materials and relevant processes/legislations etc
20. Knowledge and experience of using IT/working knowledge adequate or sound knowledge required etc
21. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
22. To undertake any other temporary duties consistent with the basic duties and/or objectives of the post.

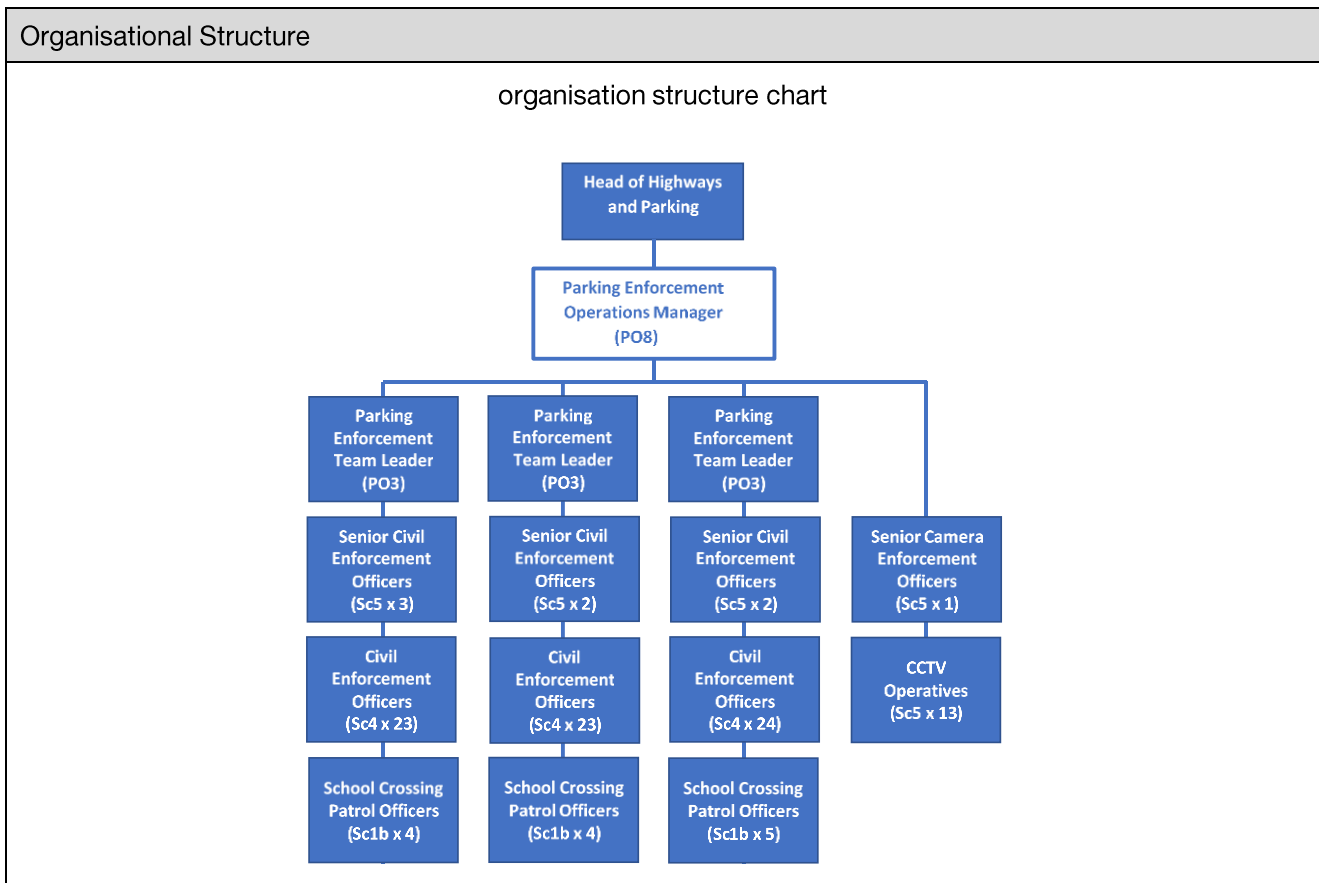
Generic Responsibilities

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
Abilities/Experiences	
- 12 months' experience of working face to face with the public.	E
- 12 months' experience of working as a Civil Enforcement Officer.	E
- Communicating clearly and tactfully when dealing with the public	E
- Dealing with customers who may be upset, angry or aggressive	E

<p>Qualifications</p> <ul style="list-style-type: none"> - The City & Guilds 1950 Parking Enforcement or NVQ level 2 in controlling parking areas - A full driving license <p>Knowledge/Skills</p> <ul style="list-style-type: none"> - The ability to write clearly and legibly when making manual records - Be able to use handheld computers to input, check and update information - Basic numeracy - Be physically fit and able to patrol on foot in all weather conditions, and be able to work weekends and evenings on a regular basis 	<p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>
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Main Contacts & Other Information
<p><u>Main Contacts:</u> Senior Civil Enforcement Officers Team Leaders Operation Manager</p>



Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
None				
Are the staff based at the same work location?				Yes
Will the post holder be responsible for contract / agency / project staff?				No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	NO		Use of a computer.	YES	
Audio typing.	NO		Crisis or conflict situations.	YES	
Walking more than a mile.	YES		Manual handling.	NO	
Working alone or in isolation.	YES		Working in confined spaces.	NO	
Driving a car, van or minibus.	YES		Preparing or serving food.	NO	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	NO		Working in awkward positions, e.g. stooping, bending, reaching.	NO	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	NO		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	NO	
Regular and repetitive movements.	YES		Working shifts / unsocial hours, nights.	YES	
Outdoor work involving uneven surfaces.	YES		Standing or sitting for prolonged periods.	YES	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	YES		Working at heights / on ladders, roof work.	NO	
Teaching, or responsibility for, children.	NO		Outdoor work involving extremes of temperature.	YES	
Electrical hazards.	NO		Control and restraint.	NO	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
N/A
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
N/A
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
YES – Handheld Computer, Body Worn Camera, Radio and Printers on a daily basis
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
N/A
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
N/A
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
N/A