

Post Specification

Post Specification - Key Information

- **Post Title: Civil Enforcement Officer**
- **Date: 1 April 2025**
- **Post Group Number: 6483**
- **Job Family: Regulatory and Technical**
- **Job Family Role Profile: RT7**
- **Final Grade: Grade 7**

To be read in conjunction with the job family role profile.

Service Area Description

Westmorland and Furness Parking Services promotes improved road safety and traffic movement by managing the available on-street/off-street parking and enforcing Traffic Regulation Orders across Westmorland and Furness Council area to the benefits of the local economy and communities.

Purpose of this Post

Civil Enforcement Officers play a pivotal role in enhancing road safety and streamlining traffic flow. By managing on-street/off-street parking and ensuring compliance with Traffic Regulation Orders throughout Westmorland and Furness, they support local economies and nurture community well-being.

Key Job Specific Accountabilities

1. To patrol the roads subject to parking regulations and defined off-street parking areas under Westmorland and Furness responsibility for the enforcement as directed by the Parking Team Leader and issue Penalty Charge Notices (PCNs) or other enforcement notices to vehicles found to be in apparent contravention of the regulations. To liaise with the Processing Team on the issue of permits and recovery of PCNs as appropriate.

2. To represent Westmorland and Furness Council and promote a good relationship with the general public by providing advice and information concerning parking and parking related matters whenever sought, in a courteous manner at all times, thereby helping to promote public satisfaction with the service provided.

3. Where a Civil Enforcement Officer considers a situation dangerous, to advise their base immediately and to remain at the scene until the danger has been removed or the scene made safe.

4. To regularly check and ensure all parking equipment is serviceable (signs, lines, machines, barriers etc.) and report faults as necessary. To record and report highway defects identified during patrols. To assist with the physical suspension of parking places by deploying

appropriate temporary signs, cones or barriers, maintaining the appropriate records and report the circumstances to the Parking Team Leader. To record and report all vehicles having the appearance of being abandoned either on or off-street.

5. Undertake such tasks as appropriate to the grade and nature of the post as may from time to time be assigned by the Parking Team Leader.

Key Facts and Figures of the Post

- **Budget Responsibilities:** None
- **Staff Management Responsibilities:** None
- **Other:** None

Essential Criteria

Qualifications:

- GCSE passes at Grade C or equivalent in Mathematics and English.
- A current, valid driving licence.

Knowledge:

- Basic knowledge in the use of computers and other ICT equipment and basic keyboard skills.
- Good understanding of customer care standards and procedures

Experience:

- Previous relevant experience of enforcement and dealing with customer enquiries.

Expertise:

- Able to produce reports and clear concise notes with legible handwriting.

Disclosure and Barring Service (DBS) Checks

- This post requires a DBS check.
 - DBS Standard

Job Working Circumstances

Emotional Demands: Minimum exposure

Physical Demands: Normal effort required with continuous walking required

Working Conditions: Exposure to adverse weather, traffic noise and required to wear specialist clothing and equipment belts for a large proportion of the time. High level of adverse people behaviour at times

Other Factors: To model and display the corporate standards of behaviour.
Ability to travel throughout Westmorland and Furness

Other Factors:

- Ability to work shifts including evenings, weekends and Bank Holidays and across Westmorland and Furness as directed.
- Ability and willingness to undertake relevant training.