

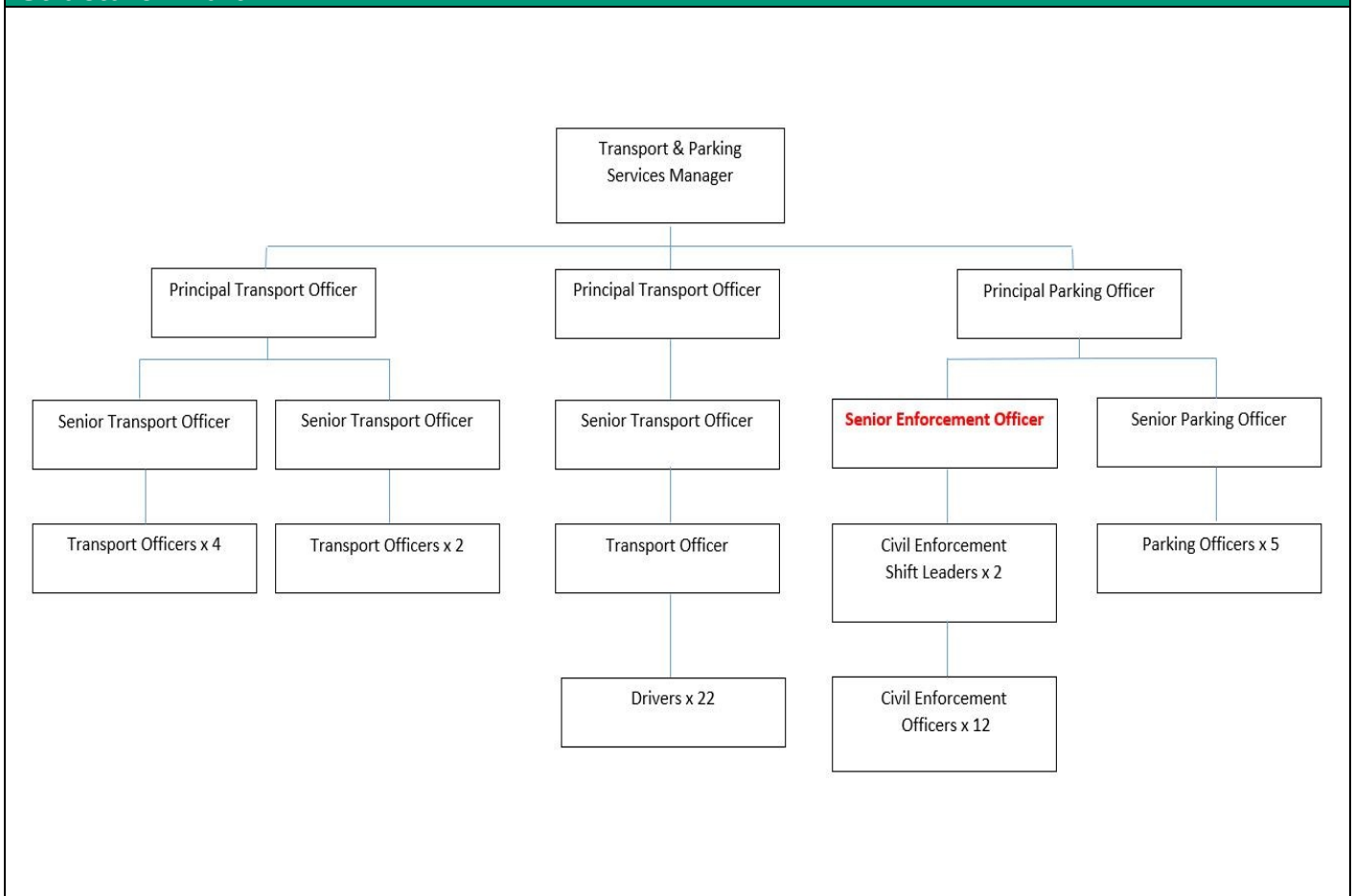
Job Description and Person Specification

Job title:	Senior Enforcement Officer
Directorate:	Place
Department:	Environment
Team:	Transport and Parking Services, Car Parks
Post number:	00295
Salary grade:	I
Work location:	Market Street, Newbury
Reports to:	Principal Parking Officer
Supervises:	CEO Shift Leaders

Job Purpose

To ensure that the functions of the Transport & Parking Services Team are carried out legally and in a safe, efficient and cost effective manner. To manage a sub-team planning, coordinating and delivering transport and parking services.

Structure Chart



Main Duties and Responsibilities

- Support senior managers as required, including management of staff.
- Enhance the work of the Transport & Parking Services Team.
- Under the direction of the Principal Parking Officer, plan and co-ordinate the provision of transport and parking services using internal or external resources as appropriate, including:
 - the identification, assessment, award, monitoring and review of contracts, and the preparation of tender documents, ensuring effective coordinated provision of services;
 - regularly review the operation of resources, including external contracts, to ensure that they are being provided in the most efficient and effective manner, and that essential deadlines are being met to comply with the Traffic Management Act 2004 and the Blue Badge (Disabled Person's Parking) Scheme. Report on, and implement, any changes identified;
 - appropriate financial controls are in place, net costs are minimised, suppliers are paid on time.
- On a daily basis:
 - ensure adequate staff levels are maintained during operational hours;
 - manage staff issues including recruitment, training, discipline, sickness and appraisals;
 - ensure all income reconciled;
 - provide support and guidance on all queries relating to Penalty Charge Notices and Blue Badge applications.
- Resolve enquiries from the public, including those relating to parking regulations, enforcement, schemes and permits, and blue badges.
- Investigate and respond to complaints and other correspondence in a timely manner, including penalty charge notice adjudication, and liaison with the Traffic Enforcement Centre, bailiffs, and the Traffic Penalty Tribunal.
- Liaise and negotiate with service providers over contractual, operational and other matters, including legal compliance.
- Reducing operational risk, including conducting risk assessments and investigation of incidents.
- Manage all equipment and infrastructure to make best use of Council resources.
- Produce reports relating to the activities of the team, and prepare and distribute information regarding transport and parking services available for all users.
- Oversee the Council's Resident Permit scheme, ensuring fairness in delivery.
- Develop, implement and maintain manual and computerized information systems and procedure manuals.
- Carry out special projects as directed by the Principal Parking Officer, including the identification of cost savings and income, monitoring performance, and compilation of funding bids.
- Work flexibly, and undertake any other duties commensurate with the grading of the post, to enable the efficient operation of the team.
- Promote equality as an integral part of the role, treating everyone with fairness and dignity.

Main Duties and Responsibilities

- Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.
- Adhere to the standards set out in the WBC competency framework.

Scope (impact on/control of resources, people, money etc)

The post is part of the Transport & Parking Services team which plans, procures and delivers transport and parking services in the district. This includes public, community, education and social care transport, parking management and enforcement, and provides vehicles for council activities.

- Impact:** Assist the Principal Parking Officer with all Council parking matters, including 2,746 spaces in 27 off-street car parks; 307 spaces in 11 on-street parking areas; 16 resident parking zones covering 98 roads; and approximately (each year):
- 2,500 Blue Badge applications
 - 7,000+ Penalty Charge Notices (including the bus lane enforcement camera)
 - Up to 500 first stage appeals, 70 second stage appeals, and 10-20 cases for the Traffic Penalty Tribunal
 - 800 debt registrations at Traffic Enforcement Centre
 - 300 season tickets
 - Up to 10,000 permits and 130 dispensations or suspensions.

Budget:

Senior Parking Officer

Senior Enforcement Officer

The actions of the Senior Officers will directly impact on the how funding is spent, and the level of income received. Each officer has indirect responsibility for parking-related budgets as follows:

- | | |
|------------------------------|------------------------------|
| • Revenue Expenditure: £1m | • Revenue Expenditure: £1m |
| • Income: £3-4m | • Income: £3-4m |
| • Capital Expenditure: £130k | • Capital Expenditure: £130k |

The role is directly accountable for expenditure on office-based operations and parking equipment, and income from Blue Badge applications and chasing up non-payment of Penalty Charge Notices.

The role is directly accountable for expenditure on enforcement-based operations, and income from parking charges and Penalty Charge Notices.

Staffing:

Direct responsibility for managing a team of up to 5/6 Parking Officers or 2 Civil Enforcement Shift Leaders, and indirectly a team of Civil Enforcement Officers.

People:

Significant contact and liaison with senior personnel, both internal and external, Councillors, suppliers, contractors, and the public.

Decisions:

These posts will deputise for the Principal Parking Officer, and for each other. They will be involved in the decision making process on all parking-related matters within the Council, ensure legal operations, and deal with risk assessments and complaint resolution.

Person Specification	Essential/ Desirable	Internal Use Only
Qualifications		
Degree or equivalent, or at least three years relevant experience.	Essential	
Relevant parking qualifications (at least Level 2).	Essential	
Membership of relevant professional body.	Desirable	
Experience		
Working in a client-based service area, dealing with vulnerable users including people with disabilities, providing excellent customer service.	Essential	
Working in the parking sector (and in an office setting for the SPO role).	Essential	
Contract and/or budget management.	Essential	
Management of staff.	Desirable	
Contract procurement and negotiation	Desirable	
Writing risk assessments (essential for SEO role).	Desirable	
Knowledge and understanding		
Legislation and guidance relating to parking operations.	Essential	
Procurement procedures, contracts and tender specifications.	Essential	
Equality Issues.	Essential	
Local authority finance procedures.	Desirable	
Health and safety regulations.	Desirable	
Working knowledge of bespoke computer systems.	Desirable	
Skills and abilities		
Comfortable communicating clearly with people verbally and in writing, whilst also maintaining confidentiality and being sensitive to others' needs.	Essential	
Organisational skills, capable of effectively managing a varied workload.	Essential	
Attention to detail, able to work accurately and present information clearly.	Essential	
IT skills including use of Microsoft Office, Outlook and bespoke applications.	Essential	
Initiative and problem solving and able to recommend improvements.	Essential	
Numeracy and ability to work with figures.	Essential	
Ability to interpret and recommend improvements to legislation, policies and procedures, and implement change.	Desirable	
Work-related personal qualities		
Able to work as part of a team, or independently on own initiative, requiring minimal supervision.	Essential	
Ability to work in a pressured environment, have a high level of personal resilience, and remain effective and professional in challenging and difficult situations.	Essential	
Able to support senior managers in achieving value for money services.	Essential	
Other work-related requirements		
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Able to converse at ease with members of the public, provide advice and use any specialist terminology appropriate to the role.	Essential	
Full clean driving licence for category B (car).	Essential	
Commitment to promoting and implementing equal opportunities and customer care practices.	Essential	
Willingness to work flexible hours to meet the needs of the service including working outside of standard office hours as required to undertake duties.	Essential	
Enhanced DBS check with relevant barred list/s	No	
Is this post politically restricted?	No	