



Ipswich Borough Council  
Job Description: **A21b**

**Civil Enforcement Officer**

**Main Purpose of Job**

To promote responsible parking and ensure the free flow of traffic movement  
Responsible for the enforcement of legislation relating to the Traffic Management Act (2004) as amended and any subsequent related legislation.

**Main Duties**

1. To patrol restricted parking areas, IBC car parks, on street pay and display parking bays and residents parking zones to monitor compliance and enforce the law contained within the Relevant Traffic Regulation and Parking Orders made in accordance with the Traffic Management Act (2004), the Road Traffic Regulation Act (1984) and any subsequent legislation.
2. Take appropriate enforcement action under the current legislation to include the issue of Penalty Charge Notices using handheld computer equipment, investigate suspected fraudulent use of permits, collect photographic evidence, keep detailed notes and make written reports for any subsequent legal action and attend Adjudication Tribunals as required.
3. Ensure all Pay and Display machines are operational by carrying out regular ticket stock checks, identifying fault codes and rectifying those within capability, arranging a call out for more serious faults.
4. Maintain good working relationships with other service areas as well as with external agencies such as the Police and DVLA, by reporting abandoned or unlicensed vehicles, fly tipping etc.
5. Report any missing signage, damage to equipment or anything that in your opinion may constitute a Health and Safety risk.
6. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



# Ipswich Borough Council

## Person Specification

### Civil Enforcement Officer

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications</b>	A Level Maths and English or equivalent skills / experience	Relevant parking control qualification  Conflict management training	Certificates / Application form
<b>Work related experience / job related skills</b>	Experience of working in a customer facing environment and working with customers in confrontational situations	Previous experience in a similar role or in other type of enforcement role	Application form / Interview
<b>Specialist knowledge</b>	Relevant Health and Safety knowledge for working on the highway	Knowledge of Road Traffic Regulation Act (1984); Traffic Management Act 2004, Local Parking Orders; Enforcement legislation  Good knowledge of Ipswich area	Application form / Interview
<b>Job Related Skills</b>	Ability to record accurate information, write reports and take photographic evidence  Computer skills; word processing, inputting and retrieving data, email  Good organisational skills	Basic machine fault diagnosis and rectification	Application form / Interview
<b>Personal skills</b>	Good customer care skills: ability to deal enquiries / complaints; conflict resolution  Excellent communication skills, both verbally and in writing to people of all levels and external organisations		Application form / Interview

<b>Specialist working conditions</b>	Patrolling Ipswich streets, manoeuvring around and between parked vehicles and working outside in all weathers  Must be able to travel around Ipswich without the use of a vehicle  Will be required to wear a uniform  Will be required to work outside of normal office hours  Must hold a full UK driving licence		Application form / Interview
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