



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, Ipswich Borough Council 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
Qualifications	A Level Maths and English or equivalent skills / experience	Relevant parking control qualification Conflict management training	Certificates / Application form
Work related experience / job related skills	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
Specialist knowledge	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
Job Related Skills	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
Personal skills	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

Specialist working conditions	Patrolling designated areas, 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 DBS check (standard)		Application form / Interview
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