

Civil Enforcement Officer

Salary: Band 6 £28,239 - £32,061 per annum plus shift enhancement of 17% (£33,039 - £37,511 p.a.)

Contract: Permanent

Hours: 37 hours per week to be worked on a 3 week rota including early mornings, evenings and weekends.

Portsmouth City Council is committed to safeguarding and promoting the welfare of vulnerable adults and children and expects all staff and volunteers to share this commitment.

DBS Disclosure at standard level will be required prior to any offer of employment.

The service

The Economy, Transport and Planning directorate encourages and supports sustainable transport, manages transport planning, and provides traffic management and road and street cleansing. The service plays a crucial role in supporting residents, businesses, students and thousands of daily visitors to our city. You will be involved in every part of city life, from day-to-day parking availability, to supporting events such as Victorious and the Great South Run, and helping tourists have the best possible experience of Portsmouth.

The parking team provides all aspects of parking enforcement and customer care within the city through four key priorities:

- Road safety
- Maintaining arterial routes (ensuring free traffic flow)
- Revenue protection (pay and display areas)
- Improving parking facilities for residents (residential parking schemes)

We take pride in our work by valuing others and focusing on what is important to make a real and positive difference in Portsmouth.

What is the role?

As a civil enforcement officer (CEO), you'll be part of an enthusiastic team with the commitment, passion and drive to provide a high-quality, customer-focused service. If you enjoy working outdoors and being active as part of your working day, and are committed to providing outstanding customer care, this is an exciting opportunity where you can really thrive and reach your potential.

You will be managed by a Senior Civil Enforcement Officer (CEO) who will encourage and support you throughout your training and beyond. Your main responsibility will be to patrol areas where on and off-street parking operates, ensuring that drivers are aware of and adhering to the regulations that apply. Where necessary, you will issue Penalty Charge Notices to drivers who breach the Traffic Management Act 2004 Regulations (and other relevant other legislations).

Civil Enforcement Officers are paid a salary which is not impacted by the number of penalty charge notices they issue, there are no quotas or commission, both are prohibited by legislation.

Your duties and responsibilities will include:

- Delivering excellent customer service.
- Dealing politely with enquiries from members of the public, acting as a first point of contact on minor issues and providing appropriate advice.
- Promoting road safety for vulnerable road users (e.g. restrictions around schools).
- Ensuring free flow of vehicles on key strategic routes and ensuring that drivers comply with pay and display regulations.
- Patrolling outlying areas in the city on foot, in a council vehicle, or by bicycle.
- Inspecting the car parking area daily within the allocated patrol, reporting any faults with meters, signage/linage or other matters.
- Issuing Penalty Charge Notices as required, with confidence. Appearing in court or, when required, before the national adjudication service, as a witness.
- Administering resident parking areas and ensuring that parking restrictions are followed.
- Operating a mobile enforcement device.
- Wearing the approved uniform whilst on duty including a body-worn camera.
- To be aware of the roles and responsibilities under equal opportunities and Portsmouth City Council (PCC) policies.
- Contribute to Best Value by working in an efficient, effective way and to implement ways of working whenever possible, including contributing to ideas.
- Undertaking any other duties required by the parking operations manager or their representative.

Who is the person?

You will need to:

- Have a customer service experience with a formal qualification desirable.
- Be friendly, polite and confident, having the ability to deal with people in challenging situations.
- Have excellent communication skills with a good level of spoken and written English.
- Hold a full UK manual driving licence (essential) or be in the process of obtaining one.
- Be responsible for a full range of IT equipment including mobile devices, printers and bodycams.
- Be physically fit and able to walk approximately 10 miles per day in all weathers and to be able to carry up to 10lbs in equipment with the use of a vest.
- Be able to undertake manual handling duties such as removing and replacing signs, barriers and bollards.
- Be able to work alone and as part of a team.
- Be flexible and able to work additional hours (overtime) outside of normal core hours as and when required, as well as be able to switch teams as required to cover business needs.
- Be able to make effective and responsive decisions.
- Have a good knowledge of Portsmouth's streets is desirable but not essential.

- Be willing to take on additional training for personal development. You will be required to complete the City & Guilds Level 2 qualification in Civil Enforcement Officers Roles & Responsibilities and Conflict Management.
- You will be actively encouraged to undertake professional development to further your career and offered opportunities to develop your skills.
- Attention to detail.

Additional information

A full manual driving license is required for this role.

General Data Protection Regulation (GDPR)

As part of the recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. PCC is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way, and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, delete data and your rights you can access a privacy statement on our Job board.

This role is eligible for a DBS check and the DBS have published a privacy notice to ensure individuals are fully informed of the use of their personal data; their rights and that Portsmouth City Council are meeting the necessary requirements when submitting DBS checks. It is important that you read and understand this privacy policy before any application is submitted to the DBS.

Visit the Gov website to read the full policy.

You will need to demonstrate that you have a Right to Work in the UK. No post will be offered without it.