

BROXTOWE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate:	Executive's Department
Division:	ICT & Corporate Services
Post No & Job Title:	T301 & T305 Civil Enforcement Officer - Technician
Grade:	Grade 5
Responsible to:	L79 Parking Services Team Leader
Responsible for:	No direct responsibility for employee's
Main purpose of the job	To patrol designated, Council owned parking places on foot and by vehicle as required by the service in a visible and accessible manner providing guidance and assistance to customers and members of the public. Ensuring full compliance throughout the Borough, providing frontline enforcement duties in accordance with the Broxtowe Borough Council's Off-Street parking place order and relevant government legislation.

Main Duties and Responsibilities:

1. Patrol (mobile/static) designated off street parking places ensuring parking compliance with off-street parking policies and government legislation and gather evidence using electronic devices (handheld computer and digital camera) where contraventions have occurred.
2. Issue penalty charge notices using handheld electronic devices or notebook where required to vehicles parked in contravention of relevant restrictions in accordance with relevant legislation.
3. Undertake shift and beat patterns, ensuring the provision of an efficient, effective and responsive enforcement activity, regarding driver behaviour and demand, to ensure efficient enforcement activity takes place at the location of greatest need or highest demand. Recognising that they may occasionally change, due to operational requirements as directed by the parking services team leader.
4. Responsible for reporting, recording defects, in surfacing, bay markings, signage, structures and vegetation within car parks. Including recording and reporting defects to the Parking Services Team Leader
5. Assist the public wherever possible acting as the first point of contact on minor parking enquiries and enforcement matters.
6. Effectively engage with residents and the business community in identifying key problems and reporting issues found.
7. To monitor, report and enforce misuse of the disabled blue badge scheme, which could include supporting the investigation team in the prosecution of fraud.

8. Comply with the current council regulations for drivers, including taking driver training, refuelling, charging, cleaning vehicles, taking vehicles for servicing and undertaking vehicle checks. Ensure tracking devices issued for vehicles are always used and ensuring appropriate policies are followed.
9. Use all prescribed pieces of enforcement equipment appropriately, including but not limited to Body Worn Video Cameras, radios, handheld computers, and printers. Verify functionality and operate equipment provided, reporting faults to the Parking Services Team Leader as appropriate.
10. Utilise prescribed access to the mobile phone parking service, (Pay by Phone) for checking on location, service accessibility, and registered paid for parking or not, carried out by users, for enforcement purposes.
11. To conscientiously and consistently complete hand-held computer entries and when appropriate pocket book entries, recording patrol and enforcement activity, downloading the handheld computers at the end of each working day, and attending adjudication hearings as a witness for the Council when required. Ensure that all relevant information including notes, observations and photographs are entered into the appropriate IT systems and pocket books when issuing a Penalty Charge Notice.
12. Regularly inspect pay and display machine PC software and on-site physical checks to machine hardware to ensure they are operating correctly prior to issuing penalty charge notices. Inspect pay and display machines and verify the functionality in accordance with parking standard operating procedures. Take test tickets or screen images, report any faults, missing information, graffiti or damage to the Parking Services Team Leader. Record and return for banking any money found in or around pay and display machines.
13. Carry out minor maintenance to pay and display machines when appropriate including coin jams, ticket jams and ticket roll changes.
14. Carry out major maintenance to pay and display machines when appropriate including communication, printer, cash box, button replacement, minor servicing aspects and electronic component replacements.
15. Monitor electric vehicle charging units (EV points) and report faults to the Parking Services Team Leader or in their absence the providers online, customer service functionality.
16. To competently use office software (e.g. word, excel and outlook) as well as internal and enforcement software in order to undertake the duties of role.
17. Carry out general cleaning duties when required.
18. Act as a security presence, locking / unlocking gates, setting the alarm systems and operating various security/safety lighting at offices and car parks.
19. Replace and erect temporary and permanent signs and other information in parking places or adjacent roads as directed.
20. Provide relief cover for other enforcement officers during holiday and sickness periods.
21. To provide the highest standards of customer care to residents, businesses and shoppers in the parking of their vehicles.

22. Conduct enforcement duties in a consistent, fair and professional manner, wearing the prescribed uniform, always maintaining a positive and professional image for Broxtowe Borough Council.
23. Act as a sign-poster for visitors to the Borough.
24. To undertake training and development as appropriate to deliver a high quality, safe and effective service, including understanding of the latest changes to Civil Enforcement Guidance as issued by the Department for Transport. The information will be highlighted to you by the Parking Services Team Leader
25. To work as a member of a team to deliver effective enforcement of parking restrictions. Support colleagues by attending their location in the case of support being required in an emergency. Where available, ensure location tracking is working on handheld devices and vehicles prior to patrol to enable safety measures when lone working.
26. To strictly adhere and take a personal responsibility, whilst at work, to preserve and enhance health & safety. Adhering to and be familiar with health & safety regulations, COSHH regulations operating within the council.
27. To undertake all duties and responsibilities in line with the Council Policies and Procedures, including those relating to health and safety; equalities, diversity and inclusion; safeguarding procedures; financial instructions; procurement and commissioning.
28. The above job description sets out the main responsibilities of a Civil Enforcement Officer – Technician but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during personal development review processes.

SPECIAL CONDITIONS

Some bank holiday working required.

In addition to the above the post holder will also be responsible for ensuring that:

- a. All necessary paperwork is carried out.
- b. All duties will be carried out in the working conditions normally inherent in the particular job i.e. Outside in variable weather conditions, office-based and vehicle based.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of T301 Civil Enforcement Officer / Technician but should not be regarded as an exhaustive list of the duties that may be required. All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.

	Name	Signature	Date
Job description written by: <i>Job title</i>	<i>Ian Baruch Parking Services Team Leader</i>		
Job description agreed by			

Date of issue: September 2025

Additional notes for JE/HR.
T301