

JOB DESCRIPTION

Job Title	Enforcement Services Officer		
Directorate	Infrastructure and Transport		
Reporting to			
Grade	13		
Evaluation ref:	AG0104	Job Family ref:	
Role Purpose			
<p>Parking enforcement is crucial for the local community, public services, and the economic health of town centres. It is a fundamental aspect of effective parking management, ensuring the enforcement of parking regulations across the Council area, which contributes to improved traffic flow, road safety, and accessibility.</p> <p>The Enforcement Services Officer plays a pivotal role in maintaining compliance with parking legislation. They will review cases of Representations and formal Challenges lodged in the parking case management system, providing impartial and well-considered judgments based on facts, legislation, and local policies. Additionally, they will supply the necessary resources to respond to, and contest appeals at Court hearings and the Traffic Penalty Tribunal adjudication service, acting as an ambassador for the Council in these matters.</p>			
Accountabilities			
<p>Liaise with the Parking Enforcement Contractor's local management on day-to-day issues.</p> <p>Represent the Council as regards instructions to the Parking Enforcement Contractor in respect of Notices to Owner, Charge Certificates, the use of bailiff services and any other relevant matters. Attend and represent the Council when required at County Court Hearings and TPT adjudication hearings both in person and by telephone.</p> <p>On a day-to-day basis maintain and monitor the processing situation as regards the client functions and ensure that regular feedback is provided to the Parking Services Manager and the Enforcement Service Contract Manager.</p> <p>Provide training to other staff as required in relation to Penalty Charge Notice (PCN) processing, especially in appeals and statutory declaration cases.</p>			

JOB DESCRIPTION

Obtain and analyse contract monitoring and performance information of a financial and statistical nature from the IT systems, including the preparation of reports.

Analyse and provide feedback to other staff (including Contractor's staff) on matters raised in representations and appeals as it relates to the operation of the PCN processing service. Monitors follow up actions to ensure delivery.

Represent the Council in routine dealings with the Traffic Penalty Tribunal (TPT - parking arbitration service) and the County Court.

Prepare case summaries and collate evidence for Appeals, Traffic Enforcement Centre (TEC) and County Court proceedings from computer records and office - 2 -files.

Deal with enquiries from the public, both by telephone and in person, relating to the Council's parking schemes.

Ensure a high quality and timely response to representations, correspondence and telephone calls, including "VIP" correspondence, where sensitive handling is required, i.e. Councillors, MPs, Directors, etc., together with investigation and composing detailed replies and drafts.

Carry out site visits to verify applications and representations, monitor the performance of the Contractor and to pursue defects in traffic signs and lines and other street furniture.

Ensure that unpaid debts are registered at the Traffic Enforcement Centre (TEC) and that bailiffs are appointed and their performance and recovery rates are monitored and that contracts/SLAs are reviewed/re-tendered as required.

Log, monitor, prepare and despatch correspondence using IT methods, relating to both representations and general matters.

File and retrieve documents and IT records, including application forms, reports, correspondence, etc.

JOB DESCRIPTION

Maintain and update a library of Traffic Regulation Orders (TRO's) and plans and other documents as may be required.

Liaise with other departments within the Council and with the relevant Borough/District Councils. Liaise with other authorities and organisations in respect of parking issues and to act for the Council when required.

Liaise and maintain sound working relationships with the Parking Enforcement Contractor, in conjunction with the Parking Services Manager, as required.

Analyse the issues raised in representations and appeals and provide feedback to the Contractor and/or Enforcement Services Contract Officer where these impact on their responsibility, functions and operation.

Attends contract management meetings and District Parking Manager meetings, preparing for agenda items, recording actions/taking minutes and following up on actions as required.

Undertake various duties in the absence of the Parking Services Manager, when necessary.

Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Extensive knowledge of Microsoft Outlook, Word and Excel as well as in learning a variety of bespoke systems.	x	
Knowledge of composing responses to customers and report writing.	x	

JOB DESCRIPTION

Knowledge of parking legislation and traffic management policies		x
Conflict management		x
Level Three in Notice Processing		x
Experience		
Experience of working in a customer focused environment via the telephone and in writing.	x	
Previous experience in parking enforcement, or a similar regulatory role.		x
Qualifications / Registrations / Certifications		
A minimum of 5 GCSE's (including English) or able to demonstrate equivalent standard	x	
Skills		
Achieves objectives with commitment to quality and accuracy.	x	
Ability to deal effectively with conflict and competing demands.	x	
Ability to work independently and make sound decisions based on published guidelines.	x	
Ability to work independently and make sound decisions based on published guidelines.	x	
Excellent written and verbal communication skills with the ability to deal effectively with complex complaints.	x	
Willingness to support colleagues and contribute to a positive team environment. Sharing best practice and information with colleagues and relevant partners	x	
Is aware of others workloads and priorities.		x
Takes ownership of customers' requests, manages expectations and achieves a high-quality response.	x	

JOB DESCRIPTION

Understanding of and commitment to promoting equality and diversity in service delivery and employment	x	
Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016).	x	
Working Conditions		
Dimensions of the role		
<p>The postholder meets with the Parking Services Manager on a regular basis to receive instructions or to exchange information, suggest changes to the workload and recording systems and to give feedback.</p> <ul style="list-style-type: none"> • There is frequent contact with the Parking Enforcement Contractor to resolve day to day matters involving the giving of advice, feedback and issuing instructions on various parking and traffic issues. • As required the postholder attends meetings of the County Court and TPT adjudication hearings in order to note and report outcomes and make recommendations. • Daily contact occurs with the general public to advise on appeals and if appropriate to consider mitigating circumstances. Such contacts can be in person or through correspondence when responding to representations regarding parking tickets. 		
Working Arrangements		
Somerset Council's Dynamic Working Strategy will be applied to this position.		
Corporate Accountabilities		
<p>Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</p>		

Date: