



ROLE PROFILE

PSPO Enforcement Officer – Parking & Enforcement Services.

The 'role profile' is the contractual element that your post has been assigned to and generically sets out in broad terms the responsibilities the post holder is expected to have

Service Area: Community Services.

Grade: OPS2/BS2

Generic Responsibilities

1. Responsible for developing and managing a range of efficient administration processes and procedures in order to support the effective operation of the service area.
2. To oversee the operation of an effective customer response and take independent decisions on less routine enquiries.
3. Maintain and refresh established systems and processes, responding to current and future service needs.
4. Assist with the review of relevant business processes to evaluate that they are fit for purpose.
5. Assist in the resolution of customer issues by liaising with colleagues and co-ordinating operational logistics to ensure agreed standards are achieved.
6. Undertake research and information gathering activities and provide management information as requested, including carrying out research projects, analysing results and reporting findings.
7. Undertake a range of financial administrative tasks in accordance with relevant procedures.
8. Ensure that the full range of complex data is accurately and securely maintained and retrieved effectively.
9. Ensure that the use of IT is maximised to enhance quality and efficiency of service provision.
10. Assist with the production of reports, minutes, briefings and presentations in relation to audience specific requirements

TASK SPECIFICS

The 'task specifics' is the non-contractual element that your post has been assigned to and is a more detailed description of day to day activity which will be reviewed in line with PDR objectives and can change when priorities change.

JE Reference	CS2.2	
Purpose		
The effective and efficient public engagement in relation to, public education in respect of and enforcement of Public Space Protection Orders. The effective and efficient enforcement of the Council's Environmental Enforcement Policy particularly in relation to Littering & Dog Fouling, and, if required, supporting the enforcement of Traffic Regulation Orders.		
Service to Customers		
<ol style="list-style-type: none"> 1. To engage with, educate and potentially enforce to service users on PSPO matters including alcohol consumption, aggressive begging, feeding of gulls, dog control and dangerous cycling / skateboarding, environmental enforcement regulations and, if required, traffic regulations. 2. To issue accurate Fixed Penalty Notices and, if required, Penalty Charge Notices. 3. To accurately record matters of engagement, education and warnings. 4. To engage with potentially vulnerable cohorts of society including children, rough sleepers, street drinkers, aggressive beggars, etc. 5. To facilitate, where appropriate, referrals to other departments or partner organisations and, as such, demonstrate effective multi-agency working, safeguarding and GDPR. 6. To uphold the Council's standards of customer care at all times. 		
Business Improvement/planning responsibility		
<ol style="list-style-type: none"> 1. Patrol in line with the designated Public Space Protection Orders, Environmental Enforcement policy and, if required, Traffic Regulation Orders. 2. To maintain evidential records to the required standard for PSPO matters, Environmental Enforcement and, if required, Traffic Regulation Orders. 3. To input into the service planning and improvement functions of the Council. 		
Colleagues, Self and Partners & Nature of Contacts (Internal/External)		
Contact	Frequency	Nature of contact
Service Supervisors	Daily	Operational implementation.
Service Manager	Weekly	Team meetings and broader communication.
Customers & public	Daily	Implementing engagement, education & enforcement.
Head of Service	Quarterly	Attendance at team meetings.
Corporate Colleagues	Quarterly	Corporate meetings and events.
Partner Agencies	As required	Potential referrals, guidance and support.

Managing Resources (people, equipment, buildings)

- To operate issued devices and office-based computers and other equipment as tools in the provision of the service and be responsible for the condition of all equipment issued and reporting any defects immediately.
- If required, to work within car parks, to liaise re. payment machines, lines, signs and shelters and report maintenance and repair requirements within the designated system.
- To be responsible for personal protective equipment required to undertake the role.
- To adhere to all corporate standards and requirements for any other equipment required to carry out the role.
- Requesting personal information from those under 16
- Requesting personal information from adults and vulnerable adults
- Access to personal information for those under 16.
- Access to personal information for adults and vulnerable adults.
- Capturing video footage of adults and young people/children in respect of criminal offences.
- Reviewing video footage of adults and young people/ children in respect of criminal offences.
- A uniformed officer presence assisting the public in daily challenges.
- Access to council and BID resources in respect of town centre/ police radio link.

Procedural Context

1. Play your part in maintaining a good working relationship with your employer.
2. Positively participate in the management and supervision process through appraisals, PDR's, target setting exercises and training as advised.
3. Be aware of and know how to find and use the Council's policies and procedures that support and guide you and your team.

Key Facts and Figures

- ✓ 14 City Council Car Parks (including 1 multi-storey)
- ✓ 42 car park payment machines
- ✓ 12 (approximate) shelters
- ✓ Team of 11 Civil Enforcement Officers
- ✓ Team of 2 Appeals Officers

Knowledge and Skills

Essential

- ✓ Good verbal and written communication skills. Minimum Level 2 Maths and English qualification preferred.
- ✓ An understanding of and commitment to high quality customer service.
- ✓ Previous experience of IT systems and Microsoft applications.
- ✓ Must be a good team player with a patient, tactful approach.
- ✓ Ability to work well under pressure and remain calm in difficult situations.
- ✓ Ability to adapt to ever changing circumstances.
- ✓ Self-motivated and good interpersonal skills.
- ✓ Confident and presentable manner and appearance, especially for attendance at Court as and when required, representing the Council
- ✓ High level of commitment to Equal Opportunities and Customer Care.
- ✓ Be fit to carry out the duties of an Enforcement Officer in all weathers (including walking up to 7.4 hours per day, occasional snow clearing, lifting weights of up to 25 kilos and be capable of carrying equipment of approximately 3.6 kilos.)
- ✓ Able to work across a 7-day shift pattern including weekends and bank holidays.
- ✓ Hold a Basic Check (DBS) appropriate to the role.

Desirable

- ✓ Have or working towards a full driving license.
- ✓ Relevant experience of dealing with the public in frequently difficult situations, often in a lone-working environment.

Behaviours

1. Work to the Council's values
2. Aware of the Council's safeguarding policy and how to report any concerns
3. Aware of the Council's Health and Safety policy and committed to safe working practices