JOB DESCRIPTION AND PARTICULARS OF APPOINTMENT

- Job Title: Civil Enforcement Officer
- Post Number: P12044 / P12240
- Grade and SCP: Grade 7, SCP 12-17
- Directorate: Legal and Governance

Where your role fits at Shropshire Council

At Shropshire our priority is to be a 'best value' authority that delivers, enables, and influences for Shropshire and its residents by:

- Being financially stable and sustainable
- Having clear priorities and purpose
- Supporting and enabling our workforce to excel

Recognising the challenge across local government today. This starts with our Improvement Plan to address immediate challenges, while ensuring a focus on the future and how the Council will need to look, feel, and operate to best serve the needs of the county and its residents, and being aware of changes in national policy.

Our Shropshire values: PROUD

- Partnerships
- Respect
- Opportunities
- Understanding
- can Do

Aim to unify the workforce, support transformation, improve trust, and build a modern, sustainable Council.

As a member of the Trading Standards and Parking Enforcement Team within Legal and Governance, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

The Trading Standards and Parking Enforcement Team together with the Transactional Management and Licensing Team form the Business and Consumer Protection Service. The team itself is primarily responsible for undertaking two key functions, firstly, the enforcement of Trading Standards related statutory functions/legislation (through the

teams Public Protection Officers) and secondly, the enforcement of the council's county wide parking restrictions (through the teams Civil Enforcement Officers).

Overview of your role

To support the delivery of regulatory and enforcement duties in the Trading Standards and Parking Enforcement Team through enforcement of the parking (both on and off-street) and environmental quality regulations and to provide support and assistant for the parking management services provided.

Under direction and supervision to deliver regulatory and enforcement priorities through operational service and action plans, projects, risk-based inspection and investigation (criminal and civil) and client management in order to achieve outcomes and meet quality and performance standards.

To support the design and delivery of regulatory and enforcement plans in order to deliver improved regulatory outcomes – improved levels of compliance, response to emergency incidents and preventative work around health, environmental and community protection strategies and promote prosperity and wellbeing.

Who will your manager be and what will you be responsible for?

You will be:

- reporting to the Trading Standards and Parking Enforcement Team Manager who is in turn responsible for your health and safety, training and development.

- expected to lead and/or contribute to a range of projects and build relations with both internal and external partners in order achieve specified outcomes but will not have direct authority over those involved.

- responsible for completing within expected timescales all mandatory corporate and role specific training. Training requirements will be detailed in your corporate induction and Personal Development Plan (PDP). Courses are accessed via the council Learning Management System via the Intranet.

What will you be doing?

- Undertake daily enforcement patrols on and off-street under Traffic Regulation Orders in accordance with the Traffic Management Act 2004.

- To be conversant with Traffic Regulation Orders, parking legislation and civil parking enforcement procedures and use appropriate techniques, systems and equipment related to these functions

- Identify parking contraventions and issue Penalty Charge Notices using a hand-held computer in accordance with established processes and procedures
- Daily inspection of on and off-street restrictions and reporting to the Public Protection Officer – Specialist (Civil Enforcement) or management, any errors or defects in lines, signs or surfacing, untaxed vehicles or abandoned vehicles
- Inspection of ticket and payment machines, replenishment of tickets and carrying out minor fault repair and maintenance
- Drive a Council vehicle as required in accordance with adopted policies and procedures
- Attend Court or Tribunal proceedings as required in support of these functions
- Offer support, advice and assistance to residents, visitors and motorists.
- Undertake from time to time, as required, enforcement activities in respect of environmental crimes associated with local environmental quality.
- Under direction and support to deliver operational action plans and projects with a focus on parking regulation and environmental quality matters in order to raise standards of compliance and deliver improved regulatory outcomes.
- Under direction and support to deliver a programme of regulatory and enforcement projects and activities with a focus on parking regulation and environmental quality matters to identify and reduce risks to residents and businesses in order to achieve service outcomes.
- Under direction and support to utilise a range of regulatory approaches with a focus on parking regulation and environmental quality matters including: evidence-based research, risk assessment, intelligence-led targeting in order to identify and investigate business activities or environmental practices which present a significant risk to the health, safety, prosperity and wellbeing of the wider community.
- Under direction and support to undertake investigations with a focus on parking regulation and environmental quality matters in accordance with Shropshire Council's Better Regulation and Enforcement Policy and support the collection and preparation of evidence to ensure that enforcement cases meet the very highest legal and professional standards and achieve successful outcomes.
- Under direction and support to utilise regulatory techniques with a focus on parking regulation and environmental quality matters in order to successfully achieve regulatory outcomes in the most effective and efficient way.

- Under direction and support the delivery of cross-cutting agendas including community safety and health and wellbeing in order to protect vulnerable people and the wider community.

- Under direction and support to assist in resolving issues and complaints with a focus on parking regulation and environmental quality matters reported by residents, businesses, partner agencies and services in order to support the protection of the environment, the health and wellbeing of the community and promote economic prosperity.

- Under direction and support to assist with the preparation of cases, reports and projects with a focus on environmental quality and parking regulation matters in order to promote fair and safe business practices and protect the environment, the health, safety and wellbeing of local residents and promote economic prosperity

The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,
- meet individual, service and personal development targets agreed through the Performance Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,
- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

You will be based at Shropshire Council Head Office, Guildhall, Abbey Foregate, Shrewsbury.

Your post is subject to the following:

- The post is permanent based around a 7 day working week rota requiring weekday, evening and weekend working,
- The post is based on a 37 hours per week average although this will vary during weeks within the rota.
- Normal core hours for this post are 08:00 hours to 21:00 hours with occasional *later night or earlier morning* work required in line with service demand,
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.

This post carries eligibility to join the Local Government Pension Scheme. Information about this will be sent with any formal offer of appointment.

Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rota for part time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rota) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to one months' notice in writing on either side.

The appointment is subject to six months' satisfactory probationary service during which time the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that, where required, you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 55 pence per mile.

What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,

Supplying false information or failing to disclose relevant information could be grounds for refusal and could amount to a criminal offence