CIVIL ENFORCEMENT OFFICER

PAY SCALE	Grade 7, SCP 12-17
CONTRACT TYPE	Permanent Full Time based on 37 hours
LOCATION	Shropshire Council Head Office, The Guildhall, Frankwell, Shrewsbury SY3 8HQ
CLOSING DATE	3rd January 2027

Our vision is - Shropshire living the best life.

Shropshire Council is a unitary authority which serves the rural county of Shropshire. One of the most important things about working here is the knowledge that you're working to help others and the real sense of achievement and purpose that brings.

The people of Shropshire are rightly proud of their county's assets, its natural beauty, its history, its diverse economy, its vibrant culture.

About the role

Shropshire Council is seeking enthusiastic and motivated individuals to join the Trading Standards and Parking Enforcement team as a Civil Enforcement Officer (previously known as a Traffic Warden). The successful post holder will be required to undertake a variety of functions with a special emphasis on the promotion and enforcement of the parking restrictions within the administrative area of Shropshire Council.

About you

Whilst experience of working in this role will be advantageous, applications are sought from any individuals meeting the minimum job and person specifications and who have the necessary drive and determination to succeed in this exciting and challenging role. Successful candidates will be provided with full training within the Team whilst also working towards obtaining the City and Guilds Level 2 certificate in Parking Enforcement which Shropshire Council requires of all Civil Enforcement Officers.

It is essential that you are able to work independently and as part of a team in order to achieve operational team plans, delivering parking enforcement in addition to other duties and/or activities to a high standard often in difficult or challenging situations. Applicants will need to demonstrate an ability to work under pressure whilst remaining

calm and able to record detail in an accurate and methodical manner to ensure the objectives and aims of the Service are met.

An understanding and commitment to customer care and safety is essential. You will be expected to engage with members of the public on a daily basis utilising excellent communications skill to provide information and advice in a clear and concise manner.

The post holder will be required to travel around the County using council vehicles, so a driving licence is essential or alternatively the provision of an alternative means of appropriate transportation.

Benefits

We value our employees and offer staff rewards and plenty of opportunities for personal development, apprenticeships and career progression including:

- Generous annual leave commencing at 28 days increasing with service to 33 days (pro rata for part time). With additional annual leave purchase policy.
- Access to a benefits platform with a wide range of retail discounts and salary sacrifice schemes (cars, bikes, AVCs)
- Employer contribution Pension Scheme Shropshire County Pension Fund
- Supportive carers and parental policies (maternity, paternity, adoption leave, special leave)
- Many opportunities for flexible and agile working, we offer a hybrid model of working to promote flexible working around personal and family commitments.
- Access to counselling and occupational health services
- Staff networks

How to apply

We would love to get to know you more so please give us a call if you would like to discuss this role or our team. You can contact us on 01743 251739

When you are ready to apply, you will need to complete the online application form detailing what you can bring to the role which is outlined within the job description and how you meet the job requirements within the person specification. We look forward to hearing from you!