**Job Description**

# Section A: Job Profile

## Job Details

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| Job Title: | Officer – Civil Enforcement  |
| Salary: |  |
| Grade: | Grade 8 |
| Hours: | 37 per week. We are open to discussions about flexible working. |
| Team: | Civil Enforcement |
| Service Area: | Highway Maintenance and Management (within Environment and Place) |
| Primary Location: | Ron Groves House Kidlington *Please note we are actively looking at our ways of working using everything we have learnt and heard from our people about the organisational and personal benefits of agile working.  What you can absolutely expect from working at Oxfordshire County Council (OCC) is that you will have the support to do your job and deliver great results, wherever you are based.  Each role at OCC is different and we know the needs of individuals are also varied, and so our approach to where and how often we would like to see you in person will be taken depending on the requirements of the role and in collaboration with you as part of the recruitment process* |
| Budget responsibility: | None |
| Responsible to: | Team Leader – Enforcement and supervised by Senior Officers |
| Responsible for: | None |
| Political Restricted Post: | Not a restricted post |

## Job Purpose

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| Joining our Civil Enforcement Team, you’ll provide a key role in assisting Senior Officers in the smooth running of the team. You’ll be involved in a range of activities including development of staff rotas, allocation of work to individual staff members, and act as a focal point for guidance and advice within the team. You must have excellent organisational and communicating skills, with a customer-focused approach and be experienced in working in an administrative environment with the ability of working calmly and efficiently.You may find yourself dealing with challenging and sometimes emotional situations and people so it’s important you’re able to work calmly under pressure and balance competing demands effectively.Attention to detail and the need for accuracy are essential requirements for this post and you will be required to assist in checking of detailed letters written by staff that are training, ensuring they are correct in regard to legislation.As an Officer, the post holder will be accountable for the following activities: - * Agreeing and signing off payment plans.
* Approving, reconciling and arranging refunds.
* Provide data and reports to support Senior Officer and Team Leaders.
* Coordinate workflows across the Service to efficiently manage peaks and troughs in the PCN (Penalty Charge Notice) process, allocating resources to specific functions in response to demand.
* Stress testing new system developments for new schemes (ANPR, Filters, CPZ’s) to ensure operational functionality and end user functionality.
* Resolve technical issues with systems, software and user functionality to provide greater efficiency in the Service.
* Amend, review and create new process mapping systems to ensure usability.
* Deputise for Senior Officers as required.
* Supervising a team of assistant officers, and apprentices including assisting with recruitment, induction and health and safety.
* Assisting in the training of new staff and providing ongoing support with respect to operational issues.
* Promoting a strong customer service focus within the team.
* Ensuring work is allocated to individual staff members and dealt with within the legislative time scales.
* Checking of Statutory Appeals prepared by assistant officers before uploading to TPT (as an authority manager). Arranging hearings with the independent Parking Tribunal.
* Recommending and implementing improvements to the service including revisions to standards of evidence submitted for adjudication.
* Directing staff in updates for the relevant statutory sections to ensure that PCNs can be properly enforced all the way through to adjudication stage.
* Sign off for responses to appeals, ensuring they are correct in regard to legislation
* Interrogation of third-party systems to aid with PCN reps and appeals (Cale, ZEZ payments and sessions, Ringo, Cobalt, Blue badge database etc).
* Provide advice and guidance to staff on Local Traffic Regulation Orders and County’s Land and Records files and maps.
* Support and advise motorists on the legal aspects of parking enforcement and debt collection procedures and communicating as necessary with the County Court when processing Witness Statements and the Enforcement Agents (bailiffs) office.
* To supervise the process and complete files for Witness Statements for the Traffic Enforcement Centre.
* Approving evidence packs for appeals to the Traffic Penalty Tribunal (the national parking appeals service).
* To undertake or assist with other parking activities as may be required in relation to the Oxford scheme or other parking activities elsewhere in the County.

To work with our Residents, Staff, Members, Partners and Suppliers to ensure the delivery of required outcomes, in a consistent way, using the right skills and the most appropriate delivery methods.   The role will require working with members of the Senior Leadership Team, other Senior Officers, Members, Suppliers, Communities and other Partners, therefore being able to build working relationships and effectively communicate complex, professional advice is vital.   |

## Job Responsibilities

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| Relationships and Stakeholder Management  * To build and promote relationships across the Council, its Suppliers and other Partners while delivering effective and consistent services, which represent value for money.
* Engage with staff and stakeholders to shape and agree priorities and objectives in line with the service plan and relevant corporate policies and external legislation.
* To contribute to the development of advice, written reports and briefings relating to Network Coordination activity to Members, both Council’s Leadership Team, Programme Boards, Committees, MPs, and other stakeholders as required.

 Any other duties as may be deemed necessary to carry out the full remit of the role including working out of hours.  |

# Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe ‘the way we do things here’ so that we deliver great services for our residents. Our values are:

* Always learning
* Be kind and care
* Equality and integrity in all we do
* Taking responsibility
* Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

# Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

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| Essential Criteria | Assessed By: |
| Experience of staff supervision in an administration environment.  | A / I |
| Experience of working within a legal framework for the processing of penalties notices.  | A / I  |
| Experience of working with and interpreting Traffic Regulation Orders. | A |
| Good working knowledge of the civil enforcement processes and national legislation.  | A  |
| Good knowledge of ICT programmes for word processing, spreadsheets, internet and email. | A |
| Ability to promote a strong customer focus. | I |
| Ability to communicate effectively by telephone, in writing and by e-mail. | I/T |
| Ability to work well under pressure from the public. | A |
| Ability to remain calm when working with challenging customers. | A |
| Experience of working with electronic system and files to maintain accurate records.  | A/I |
| Understanding and experience using data, insight and performance measures to assess the impact of services and inform decisions and service planning to improve outcomes.  | A / I  |
| Experience of independent working and making decisions that may impact others. | I |
| **Desirable Criteria** | Assessed By: |
| Experience in use of SIDEM. | A/I |
| Working Knowledge and experience of accounting and financial procedures in a local government environment. | A  |
| Knowledge of legislation of traffic signs and their use on the highway. | A |
| Understanding of the processes and workings of the traffic enforcement centre (TEC). | A |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role are identified below (those ticked).

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| [ ]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [ ]  | Standard Disclosure and Barring Service check | [ ]  | Basic Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [ ]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |

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| [ ]  | Other (please specify):       |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

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| [ ]  | Provision of personal care on a regular basis | [ ]  | Driving HGV or LGV for work |
| [ ]  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | [ ]  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
| [ ]  | Working at height/ using ladders on a regular/ repetitive basis | [x]  | Restricted postural change – prolonged sitting |
| [ ]  | Lone working on a regular basis | [ ]  | Restricted postural change – prolonged standing |
| [ ]  | Night work | [ ]  | Regular/repetitive bending/ squatting/ kneeling/crouching |
| [ ]  | Rotating shift work | [ ]  | Manual cleaning/ domestic duties |
| [ ]  | Working on/ or near a road | [ ]  | Regular work outdoors |
| [x]  | Significant use of computers (display screen equipment) | [ ]  | Work with vulnerable children or vulnerable adults |
| [x]  | Undertaking repetitive tasks | [x]  | Working with challenging behaviours |
| [ ]  | Continual telephone use (call centres) | [ ]  | Regular work with skin irritants/ allergens |
| [ ]  | Work requiring hearing protection (exposure to noise above action levels) | [ ]  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| [ ]  | Work requiring respirators or masks | [ ]  | Work with vibrating tools/ machinery |
| [ ]  | Work involving food handling | [ ]  | Work with waste, refuse |
| [ ]  | Potential exposure to blood or bodily fluids | [ ]  | Face-to-face contact with members of the public |

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| [ ]  | Other (please specify):       |

January 2023