**Job Description**

# Section A: Job Profile

## Job Details

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| Job Title: | Senior Officer – Civil Enforcement  |
| Salary: |  |
| Grade: | Grade 11  |
| 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: | Up to £1m |
| Responsible to: | Team Leader – Enforcement |
| Responsible for: | Officers working on Notice Processing, Permits and P&R and enforcement activities.  |
| Political Restricted Post: | Not a restricted post |

## Job Purpose

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| The purpose of the role is to deliver high quality civil enforcement across the County. This role will be responsible for the management and development of on-street enforcement activities on the network including management of on-street enforcement activities, Notice Processing and Resident Permits and Park and Ride Management of County sites (the County currently has three Park and Ride facilities, and Oxford City Council also has three sites). The role will include the development of off-street parking enforcement activities with District Councils, managing and maintaining service and performance standards with third-party client local authorities. As Senior Officer, the post holder will be accountable for the following activities: - On-Street Enforcement* Prepare the Parking Annual Report for enforcement activities across the County.
* Investigate complaints and enquires relating to parking enforcement across the County, considering and resolving enquiries relating to the service of PCNs.
* Manage the Team of Officers dealing with on-street enforcement and provide supervision and support in the day-to-day activities of the Team.
* Management of the appeals process for those wishing to formally challenge penalty charges that have been applied.
* Represent Oxfordshire County Council at Parking Tribunals related to challenges and act on any issues raised.
* Liaison with all levels of the political structure from local Members to Parish Councils and community groups on new and existing restrictions, finding the best fit for restrictions against the County Council priorities.
* Represent the Service as required at meetings or committees, including outside of normal hours.
* Manage the operational effectiveness of the service, including finance and budget reporting, procurement processes, contract management and risk management.

Notice Processing* Manage the Team of Officers dealing with notice processing and provide supervision and support in the day-to-day activities of the Team.
* Manage the informal appeals process ensuring that customer responses are timely and accurate against the national criteria.
* Ensure that informal appeals are dealt with in a consistent and sympathetic way, highlighting operational issues to management.
* Liaison with all levels of the political structure from local Members to Parish Councils and community groups on new and existing restrictions, finding the best fit for restrictions against the County Council priorities.
* Represent the Service as required at meetings or committees, including outside of normal hours.
* Managing the operational effectiveness of the service, including finance and budget reporting, procurement processes, contract management and risk management.

Permits and Park and Ride * Manage the Team of Officers dealing with the provision of resident (and associated) permits and provide supervision and support in the day-to-day activities of the Team.
* Ensure the effective management of the Park and Ride asset and ensure that systems are in place to provide for safe and well maintained sites.
* Manage the resident permit system provided by the Customer Service Centre to ensure that permits are provided in an efficient and timely manner.

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: |
| ONC or HNC in a relevant topic.  | A / I  |
| Comprehensive knowledge of the civil enforcement processes.  | A  |
| Significant experience working within the specified area of expertise. | 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  |
| Ability to drive between sites and use of own vehicle. | I  |
| Desirable Criteria | Assessed By: |
| Experience in use of SIDEM | A/I |
| A management qualification or willingness to undertake suitable training.  | A / I  |

# 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 |
| [x]  | 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 |
| [ ]  | 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 | [x]  | Face-to-face contact with members of the public |

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| [ ]  | Other (please specify):       |

January 2023