



Job Summary Overview

Job title	Senior Civil Parking Enforcement Specialist
Career family	Organisational Support
Professional pathway	Engineering and Construction
Career family level	Advanced / Senior Officer (Tier 7)
Grade	12
Reports to	Parking Enforcement Manager
Financial responsibility	Co-ordinating finances to ensure that costs are correctly attributed and auditable. Processing PO's and invoices Revenue - £0.5m Capital - £0.5m
Supervisory responsibility	1 x Civil Enforcement Specialist 4 x Civil Enforcement Assistants Responsibility for supervising the work of external contractors and engineers delivering civil parking enforcement services on behalf of Oxfordshire County Council. Provide mentoring, coaching and training for more junior members of the team.
Reference number	

Job Summary

The postholder will be responsible for the effective routine management and delivery of a high-quality civil parking enforcement service for Oxfordshire and acting as an escalation point for more junior members of the team. This role is essential in ensuring on street enforcement activities, notice processing, parking permits and park and ride facilities are effectively managed. The postholder will be responsible for ensuring that all relevant legislative requirements for civil parking enforcement are met together with local policies and procedures. The postholder will regularly work with internal and external stakeholders e.g. parking enforcement contractors, other local authorities to ensure a targeted, joined up and effective civil parking enforcement service is being provided.



Key Responsibilities:

- Providing guidance and support in the routine activities of the team.
- Coaching and supporting more junior members of staff to achieve performance standards.
- Supporting the Team Manager deliver regular one-to-one setting, clear objectives and individual training and development plans.
- Investigating complaints and enquires relating to civil enforcement across the County, considering and resolving enquiries relating to the service of Penalty Charge Notices (PCN).
- Managing the operational effectiveness of the service, including finance and budget reporting, procurement processes, contract management and risk management.
- Representing Oxfordshire County Council at meetings, committees and Parking Tribunals related to challenges and act on any issues raised.
- Liaising 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.
- Checking Statutory documents to ensure warnings/PCNs are issued correctly.
- Supporting delivery of Network Management and Service Development Plans and work to identify income generation opportunities.
- Substituting for the Team Manager as required and represent the County Council, and its management, at local community groups, Locality meetings and individual local parish or town council meetings be they formal or informal.
- Contributing to service projects and/or reviews, challenging existing practices and generating ideas and solutions, recognising and balancing risks with reward.
- Driving continuous improvement through formal reviews and support transformation objectives.
- Stress testing new system developments for new schemes (ANPR, Filters, Controlled Parking Zone's) to ensure operational functionality and end user functionality.

Team specific responsibilities - On-Street Enforcement

- Preparing the Parking Annual Report for enforcement activities across the County.
- Managing the formal appeals process for those wishing to formally challenge penalty charges that have been applied.
- Ensuring that formal appeals are dealt with in a consistent and sympathetic way, highlighting operational issues to management.

Team specific responsibilities - Notice Processing

- Managing the informal appeals process ensuring that customer responses are timely and accurate against the national criteria.



- Ensuring that informal appeals are dealt with in a consistent and sympathetic way, highlighting operational issues to management.

Team specific responsibilities - Permits and Park and Ride

- Ensuring the effective management of the Park and Ride assets and ensure that systems are in place to provide for safe and well-maintained sites.
- Managing the resident permit system to ensure that permits are provided in an efficient and timely manner.

Specific requirements	Essential <i>Mark with ✓</i>	Desirable <i>Mark with ✓</i>
Subject Matter Expertise: Educated to L3 OR a significant experience in civil enforcement.	✓	
Subject Matter Expertise: Comprehensive knowledge of the civil enforcement processes and relevant national legislation	✓	
Subject Matter Expertise: Understanding and experience of interpretation/ application of relevant civil enforcement legislation, strategies, policies and practices and their application in a local authority setting, e.g. Traffic Management Act 2004, Transport Act 2000, Traffic Signs Regulations and General Directions 2016, relevant codes of practice AND local policy	✓	
Subject Matter Expertise: Significant experience of working within a legal framework for the processing of penalties charge notices (PCNs).	✓	
Subject Matter Expertise: Experience in use of civil enforcement back office software	✓	
Subject Matter Expertise: Experience of working with and interpreting Traffic Regulation Orders	✓	
Subject Matter Expertise: Experience of the processes and workings of the traffic enforcement centre (TEC)	✓	
Mobility: Ability to travel county wide	✓	
Performance Analysis and Reporting: Sound analytical and problem-solving skills with ability to work independently on a range of technically complex tasks.	✓	
Financial Management Skills: Ability to manage service revenue and capital budgets, ensuring income is tracked and monitored effectively.	✓	
Performance Analysis and Reporting: Understanding and experience using data, insight and performance measures to assess the impact of services and inform decisions and service planning to improve outcomes.	✓	
Subject Matter Expertise: A good awareness of contemporary policy and strategy issues affecting local government at a national and local level.		✓



Subject Matter Expertise: Educated to degree level OR equivalent experience		✓
Managerial Expertise: Experience of direct line management, engaging and coaching staff to achieve performance standards		✓

Working Arrangements

- The post is not politically restricted.
- Contractual base as detailed on contract, but you are able to work on a flexible basis in line with our Agile Working Policy.
- Able to travel across the county and work from various office locations within the county.

Health and Safety at Work

All employees have responsibilities for health and safety – both for themselves, colleagues and the people we work with.

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

☐	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	☒	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
☒	Significant use of computers (display screen equipment)	☐	Work with vulnerable children or vulnerable adults
☒	Undertaking repetitive tasks	☒	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
☐	Other (please specify):		



**OXFORDSHIRE
COUNTY COUNCIL**