

LONDON BOROUGH OF HACKNEY

Job Description

POST TITLE: Enforcement Support Team Leader

DIRECTORATE: Climate, Homes and Economy Directorate

SERVICE: Parking & Markets Services

GRADE: PO1

LOCATION: 136-142 Lower Clapton Road, various locations in the Borough

RESPONSIBLE TO: Enforcement Support Manager

RESPONSIBLE FOR: Enforcement Support Officers/apprentices (up to 10 staff)

PURPOSE OF THE JOB:

Parking Services have a statutory duty to enforce parking restrictions on our roads and car parks under the Road Traffic Regulation Act 1984 (RTRA), Road Traffic Act 1991 (RTA) and the Traffic Management Act 2004 (TMA). This in turn reduces traffic congestion, improves road safety, and improves accessibility for all road users, including those with disabilities.

The post holder is responsible for supporting the team in enforcing the provisions of the traffic and parking regulations in respect of on-street and off-street parking provisions, CCTV Enforcement and Nuisance Vehicles. Working closely with other teams in the Parking Enforcement Service, Parking & Markets Department and other Council departments along with external and internal stakeholders.

As an Enforcement Support Team Leader, you will spend the majority of your time managing colleagues in the back office and providing support, assistance and motivation necessary as well as providing an efficient and effective, high quality front line service to road users and residents of Hackney as well as being the first point of contact for residents, businesses and visitors.

MAIN AREAS OF RESPONSIBILITY:

The post holder will have lead responsibility and accountability for the following:-

1. To work a varied shift pattern which will incorporate working at any time during the 24 hours a day, 7 days a week which includes public holidays in order to meet service requirements. The majority of shifts will be set between 6 am and midnight from Monday to Sunday, however, some shifts may be overnight between midnight and 6 am.
2. To maintain customer-friendly relations with the public and assist with any problems they may experience whilst using the roads and parking areas. Being courteous and helpful to members of the public, in order to promote and enhance the image and reputation of the London borough of Hackney.
3. To coordinate the enforcement team and ensure that they go to patrol on foot or by a motor vehicle (car, motorcycle/scooter or van) on designated routes within the parking areas and roads, subject to parking regulations within the borough of Hackney. You will also lead on creation of the areas that require enforcement in line with the demand-led enforcement model.
4. To ensure that the service and officers patrol all permitted parking places, controlled parking zones (CPZs), Parking Zones, Estates, non-controlled areas and designated bus routes at all times during the day and night.
5. To monitor, review and instruct issuance of Penalty Charge Notices where any vehicle is found to be in breach of parking and traffic regulations.
6. To ensure that the service and officers patrol the Borough's pedestrian crossing zig zags and other decriminalised contraventions, as appropriate.
7. To monitor and review the quality of PCNs and ensure that sufficient photographic and written evidence is collated by officers. Provide a quality assurance of PCNs issued.
8. To manage various instances of on-street reports including environmental matters such as broken footpaths, drains, skips in highways, broken signage etc. and assign them to the appropriate department and follow up for action to take place.
9. To manage reports on any anti-social behaviour and rough sleepers in the Borough and pass on to the relevant departments.

10. To manage reports on any suspected abandoned and untaxed vehicles and inform the Met police of any other criminal parking activity.
11. To monitor blue badge fraud according to the Council's procedures.
12. To assist with on-street and off-street enforcement surveys and report on any changes in parking patterns.
13. To coordinate the operational activities of the Parking Enforcement service area.
14. To coordinate the work plan for enforcement of parking regulations, identify and resolve problems; monitor workflow; review and evaluate methods and procedures.
15. To assist the Enforcement Support Manager in the analysis of operational performance management information, discuss issues with individual Road & Traffic Enforcement Officers, coordinate appropriate strategies, objectives and actions for improvement and monitor progress.
16. To maintain positive working relationships and motivate individuals within the team through leadership, support, clear direction and feedback.
17. To assist the Enforcement Support Manager with recruitment, performance appraisals, training and development of all staff within the team.
18. To deliver on-the-job training to new staff and ongoing training with existing staff when training needs are identified and to support the Learning and Development Manager in delivering training to all officers.
19. To assist the Enforcement Support Manager with capability and disciplinary investigations where necessary in accordance with the Council's procedures.
20. To ensure that issued uniform and identification is worn at all times by all enforcement staff when on duty and maintained in a clean and tidy condition and order new uniforms as appropriate.
21. To contribute to regular team and performance meetings and give feedback to staff as necessary.

22. To attend management team meetings and provide feedback on enforcement performance and issues.
23. To manage reports of any suspected abandoned and untaxed vehicles and blue badge fraud according to the Council's procedures.
24. To inspect handheld electronic enforcement equipment/devices daily to ensure evidence gathered is both accurate and correct prior to and during enforcement. Downloading collated evidence daily to the appropriate software application from various enforcement devices.
25. To maintain accurate records to support the enforcement of parking and traffic-related regulations.
26. To prepare reports, provide statements and give evidence as required to address breaches of the legislation.
27. To provide witness statements and make occasional appearances in court to give evidence in support of parking-related or nuisance vehicle prosecution.
28. To keep fully up-to-date with legislation and prescribed policies and procedures and act in accordance with these.
29. To contribute to policy initiatives and maintain an awareness of all legislation, regulations and developments affecting the service.
30. To develop and improve communications with the local community, visitors and other Council departments.
31. To take a proactive and supportive approach in regards to the professional delivery of the Parking Enforcement service.
32. To be aware of the Council's responsibilities under the Data Protection Act (as amended) for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
33. To undertake any other duties of a similar nature which may arise from time to time, which are commensurate with the grade of the post and within the capabilities of the post holder.

34. To answer any enquiries and cover front-of-house reception in the office, greeting guests, taking deliveries, managing incoming and outgoing posts and any other reception duties.
35. To carry out other duties that may be similar in nature to the Road & Traffic Enforcement Officer/Team Leader as required to support the service delivery and Council's response to emergencies.

COUNCIL REQUIREMENTS:

36. Commitment to Hackney Council's core vision and values.
37. Commitment to a culture of learning, development and empowerment across the organisation.
38. Wholehearted commitment to the principle of achieving equality of opportunity and celebrating diversity.
39. Commitment to team working.

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

Person Specification

Guiding principles and the Council's Vision & Values

For us to achieve the most efficient operation and provide an exceptional customer experience there are 3 key themes or guiding principles that must be brought to life by every member of the team, regardless of post.

- 1. Provide fair outcomes for customers**
- 2. Get things done 'right first time'**
- 3. Simplify and continually improve our processes**

These guiding principles support the Council's Vision and Values and align the behaviours all Council staff should model so we achieve the best for residents and customers.

Our values

Our staff vision is to make Hackney a place for everyone. Where all our residents, whatever their background, have a chance to lead healthy and successful lives; a place of which everyone can be proud, with excellent services, thriving businesses, and

outstanding public spaces; a place where everyone feels valued, and can make their voice heard.

Complementing this vision, the Council has adopted a set of values. These were developed through consultation with people who work here and now form a cornerstone of our job descriptions as they underpin our roles with 'how we work and what we do'.

In Hackney you will embody these values in how you behave and approach your work, through being:

- **OPEN**, honest, and accountable, working with others, listening, showing trust in each other and in our residents
- **AMBITIOUS** for Hackney, and for ourselves, always seeking to be the best at what we do, and to get the best for the people of Hackney
- **PROACTIVE** and positive in the way we approach problems and challenges, and take up the opportunities that come our way
- **INCLUSIVE** both as an employer and a service provider, celebrating diversity, and treating colleagues and residents with respect, and with care
- **PIONEERING** and innovative, always seeking new solutions and making space to be creative, to learn and to share ideas.
- **PROUD** of what we do, of the Council, of each other, and of Hackney

SKILLS, ABILITIES AND KNOWLEDGE

40. Demonstrate patience and the ability to remain calm in stressful situations.

41. Demonstrate experience in managing and supervising staff in an enforcement setting.

42. Excellent interpersonal skills with the ability to build and lead effective teams in order to meet service objectives.

43. Ability to demonstrate attention to detail.

44. Ability to secure compliance as part of a graduated approach to enforcement.

45. Being flexible and open to change.

46. Excellent written and verbal communication skills including report writing and accurate recording of notes.
47. Excellent time management skills.
48. Awareness and general understanding of the service area technical protocols, regulations and relevant legislation.
49. Ability to work with partners, contractors and engage with the general public.
50. Knowledge of how the following Acts of Parliament relating to the work undertaken by the service:
 - o The Traffic Management Act 2004 (as amended)
 - o The Road Traffic Act 1991 (as amended)
 - o The Road Traffic Regulation Act 1984 (as amended)
 - o Section 15 of the Greater London Council (General Powers) Act 1974 (as amended)
 - o The Refuse Disposal (Amenity) Act 1978 (as amended)
 - o The London Local Authorities and Transport for London Act 2008 (as amended)
 - o Any other relevant legislation.
51. Experience of working in isolation and as part of broader partnership teams.
52. Understanding of professional boundaries.
53. Understanding of the importance of data protection/security and investigative practices and procedures.
54. Able to commit to working weekends and evenings, as part of a shift pattern.
55. Contribute positively by sharing information and support team and partnership consensus.
56. Ability to deliver specific pieces of work to agreed specifications.
57. Confident in making decisions within guidelines.

58. Ability to prioritise what is important in line with team and Service goals.

59. Understanding the role of others in relation to the impact of one's own role.

60. Strong geographical knowledge of the Hackney borough.

DESIRABLE CRITERIA:

61. Full UK driver's licence in category B.

62. Knowledge of how the following Acts of Parliament relating to the work undertaken by the service:

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- o The Road Traffic Act 1991 (as amended)
- o The Road Traffic Regulation Act 1984 (as amended)
- o Section 15 of the Greater London Council (General Powers) Act 1974 (as amended)
- o The Refuse Disposal (Amenity) Act 1978 (as amended)
- o The London Local Authorities and Transport for London Act 2008 (as amended)
- o Any other relevant legislation.

63. Good general standard of education including GCSEs at Grade C or above in Maths and English, HNC or NVQ Level 5 or equivalent in a relevant subject.

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