

LONDON BOROUGH OF HACKNEY

Job Description

POST TITLE:	Mobile Road & Traffic Enforcement Officer
DIRECTORATE:	Climate, Homes and Economy Directorate
SERVICE:	Parking & Markets Services
GRADE:	<u>Scale 5</u>
LOCATION:	All streets, car parks and estates throughout the Borough
RESPONSIBLE TO:	Road & Traffic Enforcement Team Leader
RESPONSIBLE FOR:	No direct reports

PURPOSE OF THE JOB:

Parking Services have a statutory duty to enforce parking restrictions on the borough's roads and car parks under legislation set out within the Road Traffic Regulation Act 1984 (RTRA), Road Traffic Act 1991 (RTA) and the Traffic Management Act 2004 (TMA). The enforcement activity that the Council is obliged to carry out aims to reduce traffic congestion, improve road safety and local air quality, as well as maintain the provision of parking spaces for permit holders whilst improving accessibility for all road users, especially those with disabilities.

The post holder is responsible for enforcing traffic and parking regulations in respect of on-street and off-street parking provision; unsafe, obstructive and nuisance vehicles, and unnecessary vehicle engine idling. The post holder will be required to work in close collaboration with a range of officers from other Council departments including Audit & Anti-fraud, Environmental Enforcement, Community Safety, Streetscene, the Metropolitan Police and other agencies to provide seamless, consistent and effective delivery of traffic and parking enforcement services.

Other responsibilities belonging to this post include the monitoring and reporting of any issues seen whilst patrolling the borough's streets, such as littering, fly tipping, illegal street trading, vandalism, damaged street furniture, rough sleepers, anti-social behaviour and other street monitoring related duties.

In addition to the above, the post holder is responsible for acting as an ambassador for the Council, being the first point of contact for residents, businesses and visitors whilst out on street performing enforcement duties. They will be required to give expert advice and guidance to members of the public whilst patrolling the borough's streets on matters relating to traffic and parking restrictions, in particular the statutory process for disputing enforcement action.

Similarly, to perform this role they will be required to give help and advice to members of the public on request about how to contact relevant Council departments and the Council's complaints procedure in a professional manner that achieves the Services' promises of treating customers fairly, getting things done right first time and in a way that simplifies and improves our processes.

MAIN AREAS OF RESPONSIBILITY:

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

1. Be available to work 36 hours per week between 6 am and midnight, every day of the week including public holidays on a rota basis.
2. Be available to work between midnight and 6am with reasonable notice should the Service require it.
3. To work 9-hour shifts on a 4-days per week basis (totalling to 36 hours per week). The shifts will be allocated based on point 1 above and with minimum 1 week notice.
4. To patrol on foot or by vehicle (car, motorcycle/scooter, cycle or van) designated routes within the parking areas and roads, subject to parking regulations within the borough of Hackney.
5. To 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.
6. To issue Penalty Charge Notices (PCNs) in accordance with Council policy and legislative procedure where any vehicle is found to be in breach of parking or traffic regulations.
7. To achieve full procedural compliance when issuing PCNs in line with the legislative process and Council policy ensuring sufficient photographic and written evidence is provided that meets the standard required to withstand legal challenge

at the independent adjudicators as well as other relevant tribunal and court hearings.

8. To act as an ambassador for the Council whilst on duty in public. Maintain customer-friendly relations with the public and assist with any problems they may experience whilst using the roads and parking areas. Behave in a courteous and helpful manner at all times towards members of the public, in order to promote and enhance the image and reputation of Hackney Council.
9. Responsible for maintaining the necessary technical and legislative knowledge required in order to provide expert help and advice to members of the public whilst on duty about matters related to traffic and parking restrictions.
10. To explain as requested the statutory processes available to members of the public that they may follow to dispute any enforcement action taken regarding issuance of Penalty Charge Notices (PCN) and/or Fixed Penalty Notices (FPN)
11. To enforce against drivers found to be idling vehicles unnecessarily and in contravention of prevailing restrictions in line with section 42 of the Road Traffic Act 1988 and other applicable legislation.
12. To patrol the Borough's pedestrian crossing zig-zags and other decriminalised contraventions and enforce as appropriate.
13. To erect and replace temporary and permanent signs and other information in parking places, adjacent roads and the wider public realm for the purposes of traffic and parking management and enforcement as directed by the relevant manager.
14. To report various instances of on-street and off-street issues including environmental matters such as broken footpaths, drains, skips in highways, broken signage, fly-tipping, unlicensed street trading etc.
15. To report on any anti-social behaviour and rough sleepers in the Borough.
16. To report on any suspected abandoned and untaxed vehicles and inform the Met police of any other criminal activity seen.
17. To deal with blue badge fraud according to the Council's procedures. This includes inspecting blue badges and interacting with members of the public to assess the validity and correct use of the blue badges as well as supporting the Council's Anti-fraud team in collecting evidence required to secure successful prosecutions and giving evidence in court as necessary.

18. To assist with on-street and off-street enforcement surveys and report on any changes in parking patterns and driver behaviour.
19. To inspect handheld electronic enforcement equipment/devices daily to ensure that all evidence gathered is both accurate and correct prior to and during enforcement. Downloading collated evidence daily to the appropriate software applications from various enforcement devices.
20. To assist removal truck drivers in collating evidence and making decisions in regards to vehicle removal for parking and traffic offences. This includes dealing with vehicles that are not registered with the DVLA, cloned vehicles, persistent evaders, abandoned vehicles and untaxed vehicles.
21. To drive council vehicles as required (cars, vans, motorcycles,) to undertake patrols and/or transport colleagues to areas within Hackney that require parking enforcement.
22. To maintain accurate records to support the enforcement of parking, traffic and related regulations.
23. To prepare reports, provide statements and give evidence as required to address breaches of the legislation.
24. To provide witness statements and make occasional appearances in court or tribunals to give evidence in support of parking related prosecution or independent adjudication of Penalty Charge Notices.
25. To keep fully up-to-date with legislation and prescribed policies and procedures and act in accordance with these.
26. 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.
27. To contribute to policy initiatives and maintain an awareness of all legislation, regulations and developments affecting the Service.
28. To develop and improve communications with the local community, visitors and other Council departments.
29. To take a proactive and supportive approach in regards to the professional delivery of the Road & Traffic Enforcement Service.

30. 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.
31. To carry out other duties that may be similar in nature to the Road & Traffic Enforcement Officer as required to support the service delivery and Council's response to emergencies.
32. Undergo the necessary training to become a qualified first aider.

COUNCIL REQUIREMENTS:

33. Commitment to Hackney Council's core vision and values.
34. Commitment to a culture of learning, development and empowerment across the organisation.
35. Wholehearted commitment to the principle of achieving equality of opportunity and celebrating diversity.
36. 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

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

38. Ability to accept criticism and work well under pressure.

39. Ability to demonstrate attention to detail.

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

41. Being flexible and open to change.

42. Excellent written and verbal communication skills including report writing and accurate recording of notes.

43. Excellent time management skills.
44. Comfortable carrying out basic tasks on a computer or hand-held device.
45. Previous work experience in a customer service environment is essential.
46. Awareness and general understanding of the service area technical protocols, regulations and relevant legislation.
47. Ability to work with partners, contractors and engage with the general public.
48. Experience of working in isolation and as part of broader partnership teams.
49. Understanding of professional boundaries.
50. Understanding of the importance of data protection/security and investigative practices and procedures.
51. Ability to commit to working weekends and evenings, as part of a shift pattern.
52. Contribute positively by sharing information and support team and partnership consensus.
53. Ability to deliver specific pieces of work to agreed specifications.
54. Confident in making decisions within guidelines.
55. Ability to prioritise what is important in line with team and Service goals.
56. Understanding the role of others in relation to the impact of one's own role.
57. Strong geographical knowledge of the Hackney borough.

MANDATORY CRITERIA:

58. Satisfactory standard DBS disclosure certificate (relevant applications and checks will be carried out before any job offer is confirmed).

59. 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.

60. Full UK driver's licence for category A and/or valid CBT for riding a solo motorcycle; full UK driver's licence for category B.

DESIRABLE CRITERIA:

61. SIA licence

62. 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.

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