**BRIGHTON & HOVE CITY COUNCIL JIN 4315bm**

**JOB DESCRIPTION**

**JOB TITLE: Transport Enforcement Officer**

**REPORTS TO: Transport Enforcement Team Leader**

**DELIVERY UNIT: City Transport**

**TEAM: Transport Control Centre (Parking Services)**

**PURPOSE OF JOB**

To provide a professional, reactive and well-informed transport enforcement service. To deliver an accessible, safe, and sustainable city transport network that supports growth and enables the city to become carbon neutral by 2030.

To enforce the road network, by collecting information from various live CCTV data streams and ANPR (automatic number plate recognition). To keep the city moving and priority routes clear, issuing Penalty Charge Notices.

To ensure the enforcement network is robust and legally compliant through regular checks to maximise income, effectiveness of carbon neutral initiatives and funtioning correctly for our partners.

**PRINCIPAL ACCOUNTABILITIES**

1. Interpret and apply legislations and regulations to enforce in real time, through CCTV and ANPR any moving traffic offences or parking restrictions that the Council has gained or seeks powers to take forward e.g. Red Routes low emission zones, car free city centre, bus gates.
2. To use large and varied CCTV and ANPR infrastructure to identify contraventions on the road network. Applying the correct industry standards for capturing evidential images and producing evidential documentation, ensuring prioritisation of contraventions and maximise use of available equipment.
3. To accurately input contravention details into a Penalty Charge Notice processing system. This includes extensive local knowledge of restrictions and regulations and accurately observing and recording contraventions including the capture and review of evidence, written logs and data.
4. To produce still or moving image evidence packs, witness statements of contraventions including the preparation of evidence for appeal and Traffic Penalty Tribunal hearings
5. Maintain the exemption list by evaluating requests, evidence and using knowledge to consider where and when the exemption applies.
6. To deal with requests from members of the public, police or colleagues to view CCTV/digital evidence alongside a wide range of enquiries and complaints from the general public taking appropriate action to resolve as necessary.
7. To identify incidents including reporting anti-social and dangerous behaviour to the Police, those that cause disruption to the network, such as road traffic incidents, road works, events, and report to the monitoring officer. This may require communication with the bus and taxi forums to alert to the incident and diversion.
8. To provide fault monitoring for all CCTV, ANPR cameras, signs and lines ensuring they remain operational by monitoring systems and reporting to the appropriate team or contractor. This includes authorising works to repair CCTV and ANPR equipment whilst considering local knowledge and the urgency to make repairs.
9. To produce evidence and reports to inform and engage with internal and external partners. Reflecting on impacts and what knowledge has been gained and how it can influence future planning and decisions.
10. To protect data the council holds and that it is processed correctly, including dealing with requests to view CCTV/digital information appropriately, ensuring existing and emerging legislation is applied and adhered to.
11. To be the first point of contact for internal and external customers by online contact, phone and written communication with decision outcomes. Responses must be appropriate and sensitive by taking action to resolve as necessary. Ensuring protocols for communication are effectively established and implemented.
12. To assist the wider Transport Control Centre functions are operational and maintained prodominately monitoring, by using CCTV skills and qualifications to montior the network. Including customer service monitoring in car park.
13. To deputise for the Control Centre Team Leader/s as required.

**General responsibilities**

To work within and actively promote the City Council’s Inclusive Council Policy in relation to service delivery and staff management.

To ensure all operations in their areas of responsibility are conducted according to the provisions of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and all relevant legislation and council policy.

In particular: as set out in Section 4 of the Council’s Health and Safety Policy, and within their area of responsibility:

• To carry out risk assessments and ensure implementation of and adherence to safe systems of working practice

• To report and investigate accidents or incidents promptly, implementing recommended action for improvements to safe working practice

• To ensure that safe premises, equipment and working environments are maintained

Flexibility is vital to the success of the team as the needs of the service change and unexpected situations arise. The postholder is expected to assist where possible in response to such situations to support the team, to foster a project oriented culture and to promote similar flexibility in the way that other staff work within the Transport Control Centre team

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes. The list of duties in the job description should not be regarded as exclusive or exhaustive.

This job description sets out the duties of the post at the present time.

**PERSON SPECIFICATION**

**JOB TITLE: Transport Enforcement Officer**

**DEAPARTMENT: City Transport**

**TEAM: Transport Control Centre (Parking Services)**

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| **CRITERIA** | **ESSENTIAL CRITERIA** |
| **Job Related Knowledge, qualifications and Experience** | * Educated to NVQ Level 2 standard or equivalent
* BTEC Level 3 in traffic enforcement (or be willing to achieve during probationary period).
* BTEC Level 3 principles and practices in CCTV operation (or be willing to achieve during probationary period).
* BTEC Level 2 working as a CCTV operator (or be willing to achieve during probationary period).
* Hold a valid CCTV licence which entitles you to work in the Public Space Surveillance CCTV sector as a front line operative
* Experience of interpreting and applying a large variety of legislation and best practice.
* Proven experience of making proportionate decisions without direct supervision.
* Experience of working in a heavily regulated environment.
* Experience of considering health and safety of the general public when making decisions
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| **Skills and Abilities** | * Ability to stay motivated and focused for extended periods of time
* Ability to communicate using various communication methods including written and verbally.
* Ability to accurately observe and record details.
* Ability to remain impartial when making decisions.
* Ability to prioritse own workload with minimal supervision
* Able to deliver excellent customer service to customers in challenging situations.
* Ability to show resilience when viewing or dealing with distressing and sensitive situations.
* Good IT skills and able to use a wide range of software and hardware packages, such as mircosoft packages and independent systems and their controls.

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| **Equal Opportunities****Health & Safety** | * To uphold and carry out the duties of the post with due regard to the City Council’s Inclusive Council Policy.
* Commitment to acquiring awareness of current Health and Safety legislation as it applies to their area of responsibility and to attending relevant Health & Safety training
* Awareness of the need to identify hazards in their area of responsibility and the ability to assess and manage the associated risks
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| **Other Requirements** | * Will be required to work at weekends and outside normal working hours. Which may include as part of a 24 hour rota.
* May be required to regularly lone work.
* Maintain security of the Transport Control Centre.
* The postholder will be required to present a good image of the Council
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