

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>7RT</b>	<b>Role Title</b>	<b>Enforcement Liaison Officer</b>
<b>Grade</b>	PS7	<b>Reports to (role title)</b>	<b>Parking Enforcement Team Leader</b>
		<b>Directorate</b>	<b>ETI</b>
<b>JE Band</b>	228-268	<b>Service</b>	<b>Highways &amp; Transport</b>
		<b>Team</b>	<b>Parking and Traffic Enforcement Team</b>
		<b>Date Role Profile was created</b>	<b>Nov-22</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>Support the Parking Enforcement Team Leader and Senior Enforcement Officers with the administration of the Council's civil enforcement operation, including the processing of representations and appeals in relation to penalty charges issued for parking and moving traffic contraventions, and management of resident permit schemes, in liaison with a parking enforcement contractor. Work with the contractor on all aspects of on street parking management, including waivers and suspensions, and so help ensure Surrey Highways objectives, particularly in relation to traffic flow and congestion are met.</p> <p>Assist the Contract Monitoring Officer in the preparation of data needed for contract and financial reporting.</p> <p>Be an ambassador for the service and provide excellent customer service, dealing with enquiries on all aspects of civil enforcement from councillors, members of the public and all other internal and external stakeholders, in a timely and efficient manner.</p> <p>Help develop the Council's civil enforcement operation, with a proactive approach to seeking improvement and efficiencies.</p>
<b>Work Context</b>	<p>Surrey has a busy and vibrant economy with traffic levels that exceed the national average. Parking and traffic controls are essential to manage traffic on the highway network and maintain accessibility for residents, businesses and highway users. A robust, fair and efficient enforcement operation is essential to support the aims of those controls.</p> <p>The postholder will have regular contact internally with councillors and officers from all areas of the directorate. External contacts include Police, other emergency services, public transport operators, road user groups – cycling, walking, freight transport etc, business communities, residents associations, Borough, District and Parish Councils and members of the public.</p> <p>The work involves a mix of agile office-based (in Merrow) or home working together with site visits and meetings around the county where required.</p>
<b>Line management responsibility</b> if applicable	N/A
<b>Budget responsibility</b> if applicable	N/A

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p><b>Policy and Compliance</b></p> <ul style="list-style-type: none"> <li>• Assist with work in a relevant technical or regulatory area in order that statutory and policy compliance is maintained.</li> </ul> <p><b>People &amp; partnerships</b></p> <ul style="list-style-type: none"> <li>• Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers.</li> <li>• Guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained.</li> <li>• Communicate and liaise with service users and/or external contacts, representing the team/service as required.</li> </ul> <p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• May assist in the management of a small budget or recovery of income.</li> </ul> <p><b>Analysis, Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Collate data, prepare reports/statistics to meet statutory/management information requirements.</li> <li>• Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team.</li> <li>• Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives.</li> </ul> <p><b>Duties for all</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Educated to A level, HNC or equivalent, or able to evidence ability at an equivalent level, and/or relevant vocational qualification (level 3/4 QCF).</li> <li>• Knowledge of relevant technical area including, where appropriate, relevant practical skills.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Good IT skills, including MS Office and database management systems.</li> <li>• Good written and oral communication skills with the ability to build sound relationships with customers and explain technical issues to non technical people.</li> <li>• Ability to prepare and present reports in a logical and digestible format.</li> <li>• High level administrative, analytical and organisational skills.</li> <li>• Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative.</li> <li>• A methodical approach to information gathering, recording and reporting.</li> <li>• Typically previous work experience in a relevant environment.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<p>Knowledge and understanding of the Traffic Management Act 2004: statutory guidance for local authorities outside London on civil enforcement of bus lane and moving traffic contraventions 2022.</p> <p>Knowledge of Traffic Management techniques and current legislation including detailed knowledge of relevant parts of Road Traffic Regulation Act 1984, and the Traffic Signs Regulations &amp; General Directions 2016 and their corresponding procedural guides.</p> <p>Willingness and ability to travel around the county to meet the demands of the role, to attend meetings with a wide variety of stakeholders.</p> <p>Excellent customer service skills and proficient verbal and written communication skills, capable of representing the County Council at public forums</p>

<b>Role Summary</b>	Roles at this level typically provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines. There will be minimal day-to-day supervision, but clear guidance will be available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require more specialist knowledge or experience. Graduate trainees start at this level.
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<b>Reference Number</b>	BM-2022-634
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