



Job Description

Job Title: Regulation Enforcement and Compliance Officer (REACT)

Department: Growth and City Development

Service: Planning and Transport

Grade: GLPC-F

Job Evaluation ID: JE1000001820

1 Job purpose

To work across the city; as a leader in a dynamic, flexible and peripatetic way tackling parking enforcement, anti-social behaviour, environmental crime and issues in a high impact/profile way. Tackling offences and supporting Neighbourhood Policing, Council and Partnership goals.

2 Principal duties and responsibilities

1. To enforce using the powers delegated for a range of civil and criminal matters as directed.
2. To work within the standard operating procedures to fulfil the service's objectives in tackling anti social behaviour and supporting Neighbourhood Policing.
3. To conduct regular street patrols across the city in identified hotspot areas of problematic parking, criminality and/or Anti-Social behaviour. To do so with minimum notice and preparation and to do so in areas unfamiliar and unknown to you.
4. To work closely with operational services on environmental issues that contribute to criminal activities e.g., abandoned cars, DVLA enforcement, abandoned houses, graffiti etc.
5. To be a role model for Civil Enforcement Officers through mentoring, practical and theoretical explanation, training opportunities and demonstration of exceptional behaviours including in all patrol and other situations at corporate and partnership events representing the service.
6. To provide evidence against persons suspected of criminal breaches of laws and by-laws, maintaining accurate records, assisting with the preparation of prosecution files and giving evidence in court as necessary.
7. To act as temporary supervisors across Parking Enforcement as and when the demand arises. Also to undertake supervisor and direction of CEOs at incidents and events.
8. To provide specialist advice and information to residents on parking related matters, community safety and environmental issues.
9. To investigate and resolve reports relating to parking related matters, anti-social behaviour and environmental crime from residents, visitors, businesses and other sources, recording

findings and initiating action as necessary.

10. To work with the service's senior leadership team to address emergency, high profile or critical incidents.

12. REACT officers must coordinate and resolve problems on their own initiatives

13. To represent the service at events as and when the demand arises.

14. To communicate with various levels of the service, Council and Partners including Service Managers to coordinate resources, plan and prepare for addressing issues or events, report back on action taken and make proposals and suggestions for improvements in the future.

15. To undertake evaluation of trial techniques, procedures and equipment for the department of the service including undertaking any additional training required to perform the evaluation and to inform and present the results to the Senior Leadership Team.

16. To achieve monthly key performance indicators as set by the Senior Leadership Team in relation to FPNs, this is at a higher level than the rest of the Service.

3 All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.

4 This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those outlined above.

5 Numbers and grades of any staff supervised by the post holder: None

6 Post holder's immediate supervisor: Senior Civil Enforcement Officer

Prepared by/author: Brett Edmond **Date:** September 2026

Job title: Service Manager, Parking Regulation & Compliance

Person Specification



Nottingham
City Council

Job Title: Parking Enforcement and Compliance Officer (REACT)

Department: Planning and Transport
Service: Parking Regulation and Compliance
Grade: GLPC-F
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Areas of responsibility/ requirements		Measurement				
		P	A	T	I	D
Work to promote mutual respect and good relations	Awareness of and commitment to the City Council's Equal Opportunities Policy.		✓	✓	✓	
	Willingness to maintain high standards of customer care by providing a quality service to local communities		✓	✓	✓	
	Ability to challenge discriminatory and anti-social behaviour.		✓	✓	✓	
Technical	Appreciation of the high profile and sensitive nature of Regulation Enforcement and Compliance Officer activities.		✓	✓	✓	
	Knowledge of and interest in Policing		✓		✓	
	Ability to keep and be responsible for manual and computerised records.	✓	✓	✓	✓	
	Ability to use initiative and respond to urgent situations.			✓	✓	
	Basic knowledge of health and safety and ability to comply with requirements.		✓		✓	
	Appreciation of the legislation and skills necessary in using enforcement powers (issuing Fixed Penalty Notices for environmental crime disorder and penalty notices for parking)					

Communication and Teamwork	Experience of and ability to work as part of a team and on own initiative		✓		✓	
	Experience of and ability to communicate verbally with a wide range of people	✓	✓	✓		
	Ability to deal with enforcement situations tactfully and diplomatically				✓	
	Ability to provide advice and information to partners and other officers			✓	✓	
	Written communication skills in order to record and respond to actions and enquiries.	✓	✓	✓		
	Other communication skills, including the ability to listen, empathise, negotiate and be assertive.			✓	✓	
Work Related	Willingness to work as a member of a team to provide cover and to work shifts through the day and night.			✓	✓	
				✓	✓	
	Willingness to undergo advanced training relevant to the job.					
	Ability to work out of doors in varying weather conditions on solo patrol as directed.				✓	
	Be willing to undertake CRB/DBS checks at the appropriate level.				✓	
	Ability to present yourself in the highest uniform standards and to tutor/role model for other staff in this area.					✓
	To take responsibility for testing and evaluating new equipment/procedures for the service				✓	
	To support the Senior Management team in managing emergency/critical incidents acting as a communication and coordination hub.				✓	
	To task and direct other officers as required.				✓	
	Must hold a full driving Licence					
				✓		
				✓		

NB: This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out other duties as directed by a supervising officer; the responsibility level of any duties should not exceed those outlined above

I understand and accept the job duties and responsibilities as contained within this Job Description.

Signature..... Date.....

P: Pre-application	A: Application	T: Test	I: Interview	D: Documentary evidence
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