

Civil Enforcement Officer

Department: Growth and City Development
Service: Planning and Transport
Grade: GLPC- E
Post reference number: DG0501
Job Evaluation ID: JE100000xxxx

1 Job purpose

To help maintain the flow of traffic and reduce incidents of inconsiderate or dangerous parking, by enforcing the parking regulations set out in the Traffic Management Act 2004.

To assist customers and members of the public and to act as a capable guardian, supporting the work of Parking Regulation and Compliance in making Nottingham a safer place to live and work.

2 Principal duties and responsibilities

1. To enforce parking contraventions in line with current legislation as directed.
2. To work within the standard operating procedures to fulfil the services objectives in tackling inconsiderate and dangerous parking.
3. To conduct regular street patrols within designated areas of the city either on foot or as a mobile unit tackling inconsiderate and illegal parking activity, reporting damaged, faulty or out of order pay and display machines and defaced or missing parking lines and signs to their line manager.
4. To support local auto crime prevention initiatives and act as capable guardians and a uniformed reassuring presence.
5. To provide evidence against persons suspected of criminal breaches of law and by-laws, maintaining accurate records, assisting with the preparation of prosecution files and giving evidence in court or Traffic Penalty Tribunal as necessary.
6. Liaise with the PCN processing and enforcement team in respect of any queries relating to PCN's issued. Work with partners in order to maximise the effectiveness of enforcement.
7. To provide advice and information to members of the public, businesses on parking, community safety and environmental issues.
8. To develop effective working relationships with residents, retailers and businesses, , Councillors, other Council departments, and visitors to the City as directed by Senior Civil Enforcement Officers.
9. Although working alone and on their own initiative for much of the time, Civil Enforcement Officers must also ensure that they work as part of a team,

communicating issues to Seniors and other team members, using designated equipment and systems.

10. To work closely with operational services on environmental issues that contribute to criminal and anti-social behaviours activities e.g. abandoned cars, street drinking, begging and graffiti. To identify and report such incidents as part of their daily patrols and where appropriate to use fixed penalty powers to tackle these offences.
11. To be committed and sensitive to ensuring equality of opportunity in terms of service provision and employment practices and to perform his/her duties in accordance with the City Council's Equality and Diversity Policy.
12. To keep up to date with current legislation and undertake training as necessary.

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.
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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 Senior Officer; the responsibility level of any other duties should not exceed those outlined above.
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5 Numbers and grades of any staff supervised by the post holder: 0

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

Prepared by/author: Service Manager – Brett Edmond Date: September 2026

Job title: Service Manager – Parking Regulation & Compliance

Person Specification



**Nottingham
City Council**

Civil Enforcement Officer (Previously CPO Traffic)

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Areas of responsibility	Requirements	Measurement				
		P	A	T	I	D
Communication	Experience of and ability to communicate verbally with a wide range of people.		✓	✓	✓	
	Ability to deal with contentious enforcement situations tactfully and diplomatically.			✓	✓	
	Written communication skills in order to record actions and write reports.		✓	✓	✓	
	Communication skills, including the ability to listen, empathise, negotiate and be assertive.			✓	✓	
Customer Care	Willingness to maintain high standards of customer care by providing a quality service to local communities.		✓	✓	✓	
	Appreciation of the high profile and sensitive nature of Parking Enforcement activities.		✓		✓	
	Ability to provide advice and information to customers on a variety of subjects and council services.			✓	✓	
Office Skills	Ability to keep manual and computerised records that may be produced in Traffic Penalty Tribunal		✓		✓	
	Basic knowledge of health and safety and ability to comply with requirements.				✓	
Personal Attributes	Ability to work on your own with minimum supervision using own initiative.			✓	✓	
	Experience of and ability to work as part of a team.		✓		✓	
	Appreciation of the legislation and skills necessary in using parking enforcement powers (issuing penalty notices).		✓		✓	
	Awareness of and commitment to the City Council's Equality and Diversity Policy.		✓	✓	✓	
Work to promote mutual respect and good relations	Ability to challenge discriminatory and anti-social behaviour.		✓	✓	✓	
	Willingness to work as a member of a team to provide cover and to work shifts.			✓	✓	
	Willingness to comply with the City Council's non-smoking policy.				✓	
Work Related	Willingness to undergo training relevant to the job.				✓	

Circumstances	Be willing to undertake CRB/DBS checks at the appropriate level.				✓	✓
	Willingness to maintain a fitness level in line with the duties of the job.		✓	✓	✓	
	Ability to present yourself in a professional manner to maintain a uniform standard and comply with the Standard Operations Procedure		✓		✓	
	Ability to travel City Wide		✓			

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