

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

Job title:	Civil Enforcement Officer	Location:	Witney based
Department:	Parking Services	Service:	Support and Advice
Reports to:	Fiona Woodhouse	Working Hours:	37 hours per week
Job group:	Case/Field Worker - Level 1	Peer group no:	PG-C8
Business World Post number:		Direct Reports (if applicable):	N/A
FTE Salary:	£25,014 - £25,467	Contract type:	2 Year Fixed term

Main purpose of this specific role:	The main purpose of this role is to patrol car parks within the West Oxfordshire District, to ensure all users are parked safely and adhering to the regulations for each car park.
Main requirements of this role:	Whilst patrolling the car parks you will be keeping accurate records and issuing penalty charge notices to contravening vehicles, using handheld computers, written notes and photographs. You will learn the basic duties to carry out maintenance on the payment machines to ensure they are in good working order.
Essential qualifications/skills /experience	<ul style="list-style-type: none">• Maths and English qualifications equivalent to NVQ level 2 or GCSE at Grade C/4 or above.

specific to this role:	<ul style="list-style-type: none"> • Basic Computer Skills • A current driving license and the ability to meet travelling needs of the role, including driving company vehicles, and the occasional use of your own vehicle. • Ability to remain calm and confident when dealing with challenging customers and environments. • Ability to resolve routine issues by negotiation. • Maintain accurate and up to date records • Demonstrate commitment and resilience to succeed • Excellent written and verbal communication skills • Ability to manage time effectively
Desirable Requirements Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> • Experience working with the general public. • Able to work a two-week rota between the hours of 8am and 6pm. • Rota includes every other Saturday as standard.
	Generic Job Profile:
Main Purpose of a role within this job group:	<p>The purpose of this role is to:</p> <ul style="list-style-type: none"> • Take ownership of customer cases, including consultation with relevant subject matter experts • To escalate to the relevant expert as and when necessary • Undertake site visits if/when required
Key Responsibilities of a role within this job group:	<ul style="list-style-type: none"> • Deal with routine service requests, which may relate to a specific functional area across the organisation and/or externally • Work within relevant legislation, prescribed policy, procedures and guidelines • Escalate to technical colleagues when necessary • Ensure all relevant customer and company information is captured and recorded accurately • Manage workload in order to meet the demands and targets within the function • Carry out duties with discretion, integrity and maintain confidentiality • Undertake any other duties as reasonably required to do so

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General Accountabilities:	<ul style="list-style-type: none">• The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment• Work in compliance with the Codes of Conduct, Regulations and policies of Publica• To support the response to a major incident, including taking up a designated role within the emergency management framework	
Special Conditions:	<ul style="list-style-type: none">• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business• You will be expected to work reasonable additional hours in line with the needs of the service• Full UK Driving License• Ability to travel/ access to a vehicle for work purposes.• You will be required to undertake a standard DBS check as part of this role.	
Date reviewed:	12/08/2025	
Reviewed by:	Fiona Woodhouse	
Manager job title:	Parking team Co-Ordinator	
Date of issue:	Click here to enter a date.	
Checked HRBP:	Name	Date