



Universal Parking
Enforcement Ltd

Civil Enforcement Officer (Private Sector) Self-Employed

Job Summary

Universal Parking Enforcement Ltd ("UPEL") are currently recruiting for Civil Enforcement Officers to work in the private sector. You will be working on a Self-Employed basis and would be responsible for enforcing legal parking by the issuing of Parking Charge Notices (PCN) on private establishments and car parks.

We are a registered member of the International Parking Community (IPC) and as a CEO you will be required to register as a self-ticketer via the IPC. This will be administered by UPEL.

This job is available on a 24hour shift basis which means you can work any amount of hours you want Monday to Sunday (including Bank Holidays).

Duties

- Patrol private establishments including car parks, checking vehicles have the permission to park by displaying an authorised parking permit.
- Provide appropriate advice to the public on parking regulations and facilities.
- Take clear and ample photographs of vehicles not adhering to the parking Terms and Conditions. All photographs are to be downloaded daily as can be requested at any time during an appeal.
- Check parking permits and issue Parking Charge Notices (PCNs) where necessary.
- Ensure adequate bodycam footage is recorded including reason for issue and clear step by step process for issuing a PCN. This footage can be called upon at any time during an appeal, so it is your responsibility to ensure it is recorded properly.
- To check the condition of signages and report any defects to or maintenance to the Regional Site Manager immediately.
- To provide supporting information upon request to deal with challenges, representations and appeals from the public in respect of issued PCNs.
- To assist the public and car park patrons in a courteous and efficient manner, answering queries and supplying information as required.
- To be familiar with your assigned sites and their requirements.
- To be responsible for the safe keeping of all electronic equipment provided ensuring it is charged and ready for use. Report any faults to the Regional Site Manager.
- To report any suspected stolen vehicles to the local police.
- Any physical abuse sustained by a member of the public must be reported to the police and a full report submitted to Universal Parking Enforcement Ltd.
- To undertake such other duties commensurate with the position in accordance with the purpose and accountabilities of the post.



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Requirements

- As self-employed you must be registered with HMRC for the purpose of submitting your yearly self-assessment and payment of your taxes. If you require assistance with this UPEL can help.
- You will be required to register as a self-ticketer via the International Parking Community which UPEL will facilitate.
- You must have a full driving licence and access to your own vehicle.
- Basic computer knowledge as would be using a hand held device for the purpose of issuing Parking Charge Notices (PCNs).
- Must be content, trustworthy, hardworking, flexible and have good time management and communication skills.
- Must be good at maintaining customer relationship and able to keep calm under pressure.

Experience

- Previous experience desirable but not essential as full training will be provided.