

Road Traffic Officer DESCRIPTION



Job Title: Traffic Warden

Reports to: Connetable, Executive Officer, Chef De Police

Job Purpose: To maintain a smooth flow of traffic in and around the Parish of St Saviour area and ensure easy vehicle access/exit for all Parish owned car parking facilities. To ensure all vehicles are parked in a correct manner, in accordance with the Road Traffic (St Saviour) Law. To administer appropriate penalties in an impartial and fair manner to vehicles parked in contravention of the law.

Main Duties: Principal Tasks

- ❖ To patrol within the Parish Boundary all public roads, car parks and public areas giving advice to errant motorists;
- ❖ Issuing "Polite Notices" and "Parking Fines" when necessary and keeping a record of observations and infractions for determination by the Duty Centenier;
- ❖ Provide flexibility to perform a variety of tasks considered within the pervue of a Traffic Wardens role;
- ❖ To demonstrate at all times the ability to deal tactfully with members of the general public;
- ❖ In addition to defined duties, there may be a requirement to carry out any other parochial duties which the Officer may reasonably be called upon to perform;
- ❖ Identify, record and report to management abandoned and borrowed vehicles, vehicles not displaying insurance discs, vehicles causing an obstruction, fraudulent use of pay-cards and other unusual circumstances regarding vehicles, on or off street, which may require further or police action;
- ❖ Ensure good public relations and promote the image of Traffic Warden by administering advice and answering queries to the general public in a firm, tactful, helpful and polite manner, regarding general and work-related issues. Ensure a smart uniformed appearance at all times;
- ❖ Maintain a contemporaneous detailed record of patrols and events in a pocket note book;
- ❖ Keep a photographic record of all parking infractions and any other offence or incident of a noteworthy nature, for example, fly tipping;
- ❖ In the case of a dispute regarding a Penalty Notice, give evidence in Court and supply any supporting information;
- ❖ Identify, record and report abandoned and borrowed vehicles, vehicles not displaying insurance discs, vehicles causing an obstruction, fraudulent use of pay cards and other unusual circumstances regarding vehicles, on or off street, which may require further action;
- ❖ Record and issue infringement notices in respect of drivers disobeying road traffic signs;

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- ❖ Police antisocial behaviour including the dropping of litter, dogs not on leads, dog fouling, cycling where not permitted, parking infractions, vandalism, condition of Parish toilets, sharps, spillages and anyone or anything causing a general nuisance. Issue reports and/or fixed penalty notices for offences as required by the respective legislation;
- ❖ Directly contact the Honorary and States Police in respect of disorderly behaviour, serious parking offences, suspicious activity and any other matter requiring Police involvement;
- ❖ To assist any other duties as directed by the Executive Officer that may not be included in this Job description;

Qualification & Experience

Requirements:

- ❖ Traffic Wardens are required to use a mature, objective, common sense and consistent approach to their work and in making regular unsupervised decisions and judgement regarding charges. The ability to communicate effectively and remain polite and calm, in often tense situations, is essential. As the post involves dealing with the public on a daily basis, excellent interpersonal skills are required and personal presentation is important.
- ❖ It is essential that the post holder is able to work as part of a team. A good level of health and fitness is essential, as the post requires the post holder to work in all weather conditions and involves a high degree of walking. A current and clean driving licence is essential. Familiarisation with the Road Traffic Laws and Road Traffic (Public Parking Places) (Jersey) Orders would be advantageous, together with a good knowledge of the streets of St. Saviour, although training is given.
- ❖ An ability to analyse situations and make fair and impartial judgements without supervision.
- ❖ A clean current driving licence.

Specialist working Conditions

Attributes:

- ❖ Good educational background with good basic written communication skills. Excellent spoken communication and interpersonal 'people' skills with the ability to remain calm and polite when dealing with difficult situations with the public. **This is one of the key requirements of the role of Traffic Warden and will be tested thoroughly during the recruitment process.**
- ❖ The ability to analyse situations and make fair and impartial judgements without supervision. **Again, this is another key requirement of the role and will be tested during the recruitment process as tickets must be issued where required, where appropriate and everyone should be treated equally and fairly so that tickets issued are consistent.**

Training:

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- ❖ Training is provided on how to 'Take Care Stay Aware' to assist with dealing with aggression from the public. Post holders are required to participate in 'on the job' training for the first six months of an appointment.
- ❖ Attend a four-day first aid course and an automated external defibrillation course due to the high level of public contact and maintain up to date certificates.
- ❖ Attend a Health and Safety course.
- ❖ Participate in 'on the job' training for the first six months of an appointment.
- ❖ Undertake conflict management training in order to deal with aggression from the public and to produce witness statements.

ADDITIONAL INFORMATION

The general public can have a very negative attitude towards Traffic Wardens and can often be abusive and occasionally aggressive. This can be very distressing to the Officer.

Verbal and physical assaults on staff have increased which contributes to the stress of the role.

Post holders may have to deal with aggression outside of work at social events due to the public view of this role. Complaints regarding staff by the public have increased and are usually due to the receipt of a penalty. These incidents can cause a great deal of stress for the Officers concerned.

Traffic Wardens are required to ensure vagrants, drug addicts and drunks leave the car parks and are responsible for requesting police assistance in this matter.

Several of the car parks jam regularly and the Traffic Warden on duty is required to control the situation. Resolution of these situations can sometimes take up to 30 minutes resulting in many irate and abusive drivers, whom the Officer must deal with in a positive manner.

Traffic Wardens are required to make judgements and decisions without supervision throughout their working day regarding penalties for infractions of the relevant Laws.

They are also required to take prompt action in emergency situations that may occur. This might involve:

- ❖ Directing traffic – either at their discretion or on the instruction of a manager or the police.
- ❖ Preventing members of the public from accessing a car park in the event of a fire or other emergency incident.

Post holders must have a good level of health and fitness as they are also required to:

- ❖ Be alert and attentive to a high degree at all times.
- ❖ Continuously walk and step up and down from pavements on streets and staircases in car parks.
- ❖ Bend over often to view discs and scratch cards, often under difficult conditions i.e. cards in wrong places, in the dark, steamed up windows, being required to squeeze between dirty vehicles.

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- ❖ Place barriers and waiting cones for emergency situations and specific events which may involve bending and lifting several hundred heavy cones for long periods.
- ❖ Work outdoors in all weather conditions without shelter.

As an indication, the current shift patterns (Early/Late) are set out in the following table but is subject to change from time to time:

DAYS	EARLY	LATE
Monday to Saturday	6.00 am – 14.00 pm 7.00 am – 15.00 pm	13.00 pm – 21.00 pm 14.00 pm – 22.00 pm

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