

Civil Enforcement Officer

What is it?

A Civil Enforcement Officer (CEO) is responsible for ensuring that parking regulations and other civil enforcement laws are followed. They issue penalty charge notices (PCNs) to vehicles that are parked illegally or in violation of local council regulations.

Qualifications/Experience Required:

No formal qualifications required, but GCSEs (or equivalent) in English and Maths are beneficial. On-the-job training is provided, often including a Level 2 Certificate in Civil Parking Enforcement. A valid driving licence may be required for mobile enforcement roles.

Good customer service experience is an advantage. Knowledge of traffic regulations and local laws is essential.

What the Work Involves:

- Patrolling streets and car parks to ensure parking regulations are followed.
- Issuing penalty charge notices (PCNs) to vehicles breaking the rules.
- Advising the public on parking regulations and restrictions.
- Dealing with challenging situations and resolving conflicts.
- Keeping accurate records of enforcement actions and incidents.

Future Prospects – Labour Market Information:

There is a **steady demand** for Civil Enforcement Officers, as parking and traffic regulations are essential for managing public spaces. With experience, CEOs can progress to supervisory roles, traffic management, or local council enforcement positions.

Average annual Salary - £21,000 - £28,000

Typical weekly hours – 37-40 hours per week, including shifts, weekends, and public holidays.

Type of person who may be suited to this job:

- Someone with strong communication and conflict-resolution skills.
- A person who can remain calm and professional under pressure.
- Someone with good attention to detail and the ability to follow legal procedures.
- A confident and assertive individual who can work independently.

Money/Wage Guide:

- Entry-level salaries start at around £21,000 per year.
- Experienced officers or team leaders can earn up to £28,000+.

Related Opportunities:

- Traffic Warden
- Police Community Support Officer (PCSO)
- Security Officer
- Local Authority Enforcement Officer

Further Information:

Local Government Jobs:

www.lgjobs.com

British Parking Association:

www.britishparking.co.uk