**Job description**

**Main purpose of the role:**

Provide and maintain a comprehensive penalty charge notice (PCN) and permit processing service to legislatively defined deadlines and standards. Make recommendations for PCN cancellations following consideration of the evidence submitted by an appellant against the Council’s evidence. Assist Parking Services managers with the delivery of an efficient, effective and transparent service as it relates to mobility and parking services.

**Our values**

You will be expected to work in line with our values which are:

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| **Proud** - Believing in who we are, what we do and where we live |
| **Dynamic** - Transforming the future with you in mind |
| **Truthful** - Honest and clear in all we do |
| **Good Value** - Delivering outstanding services, smartly & economically |
| **United** - Whoever we work with, we work as one team |

**Key responsibilities:**

1. Process PCNs in accordance with workflow management ensuring the oldest cases at each stage of the legislative process are processed first.
2. Liaise with the Driver and Vehicle Licensing Agency (DVLA) as necessary to send enquiries for vehicle keepers’ details and to receive and process the responses attaching them to relevant cases.
3. Generate penalty charge recovery documents including Notice to Owner, Charge Certificate, Order for Recovery and Warrant of Control for unpaid cases in order to allow serving in sequence and in accordance with legislative (and best practice) timescales.
4. Recognise processing exemptions such as foreign and diplomatic vehicles and suspend processing following validation.
5. Select and collate data and information when responding to challenges, representations and appeals to prove a contravention took place.
6. Bulk or batch process volumes of work for debt recovery through the statutory process, and other administration such as processing correspondence and validating payments.
7. Speak with customers providing appropriate advice and refer customers to the online portals, and where necessary transfer customers to an automated telephone payment system.
8. Record details to a case which will enable a summary log to be produced with ‘quick links’ for recorded activities such as telephone notes and correspondence received and sent.
9. Change the status of a case manually and suspend automatic progression at any stage of the CPE administrative process.
10. Confirm the penalty charge levels at each stage of case progression in accordance with legislation.
11. Record payment amounts against cases following payment validation and acceptance.
12. Record incoming correspondence (telephone, email, letter etc.) against relevant cases.
13. Reply to all incoming correspondence via a suite of standard but editable responses.
14. Process cases with the Traffic Enforcement Centre (TEC) including witness statements and issues regarding the administration of.
15. Upload evidence to the Traffic Penalty Tribunal’s (TPT’s) Fast Online Appeals Management (FOAM) system and organise tribunal hearings.
16. Work with the appointed Enforcement Agents for the collection of road traffic debt executing the Warrants of Control.
17. Investigate reports of suspected parking contraventions and instruct CEOs to tailor patrols to achieve regulation compliance.
18. Administer the various permit application processes including the validation of eligibility, residency and vehicle ownership, and issue or reject applications as appropriate.
19. Consider applications for Resident Exemptions and Trade Dispensations, which are requests to park illegally and must be considered on a case by case basis subject to highway conditions and competing demands for parking on-street, and issue or reject applications as appropriate.
20. Administer on- and off-street parking suspensions supporting highway works, public sector initiatives, and special events.
21. Assist Parking Services managers with issues regarding highway boundaries, Traffic Regulation Orders (TRO), non-compliant regulation installations with the Traffic Signs Regulation and General Directions (TSRGD), and road closures.
22. Assist Parking Services managers with combatting fraudulent use of the Blue Badge scheme in support of the work by the Blue Badge Fraud Investigation unit (BBFI).
23. Liaise with the respective organisations as directed by Parking Services managers to resolve Vehicle Excise Duty evasion, abandoned vehicles, and general anti-social behaviour issues.
24. Assist Parking Services managers with monthly reporting by exporting ticket sales information from Flowbird’s Smartfolio to Excel.
25. Assist Parking Services managers with the procurement goods and services including the raising of purchase orders, goods receipting, and the processing of invoices.
26. Undertake other duties as may reasonably be required within the scope of the service.
27. Promote and adhere to the workplace values of our organisation.

**Line manager: Assistant Parking Services Manager**

**Responsible for: N/A**

**Political restriction:**

This post is not politically restricted.

Note: This is a description of the job as it is constituted at (**December 2021**) but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of the Council to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is the Council’s aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Council reserves the right to insist on changes to the Job Description after consultation with the postholder.

**Person specification**

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|  | **Essential** | **Desirable** |
| **Knowledge and experience** | * Administration experience within a customer facing office environment.
* Good knowledge of The Highway Code and The Blue Badge Scheme: rights and responsibilities in England booklet.
 | * WAMITAB III or NVQ III in Notice Processing.
* Practical and procedural experience of Civil Parking Enforcement and legislation pertaining.
* Good knowledge of local government services.
* Good understanding of General Data Protection Regulations.
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| **Skills and abilities:** | * Confident personality and customer focussed attitude.
* Computer literate and competent in the use of Microsoft word processing and database packages with ability to become proficient in the use of other bespoke software packages.
* Ability to analyse numerical and personal customer data.
* Good oral and written communication skills including writing formal letters.
* Clear message taking on telephone calls.
* Ability to remain calm in pressured situations
* Ability to deal with difficult and irate customers.
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| **Education and training** | * Good standard of literacy and numeracy including basic computer literacy.
 | * 4 GCSEs at Grade C or above to include Maths and English, or equivalent.
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| **Key competencies:** | **Customer and community focus:** Providing quality, consistent and responsive customer service that responds to and values different cultural, physical and social needs.**Innovation, challenge and change:** Continuously improving performance and activities, actively contributing to and promoting change.**Working together:** Working effectively with others to deliver and improve all council services.**Developing capability:** Ensuring everyone, including themselves, has the right knowledge skills and attitude to be effective in their role. |
| **Other requirements** | * Knowledge of council procedures.
* Knowledge of Council services.
* Promote a positive communication across the organisation, encourage constructive relationships and develop staff feedback methods.
* A commitment to own development and to supporting training and development initiatives.
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