

# Job Profile

Position Details	
Post	Parking Correspondence Officer
Service Area	Parking Operations
Reports to	Notice Processing Manager
Grade	<b>SC6</b>
Job Family	To be completed by HR

Role Purpose
To investigate and respond to informal and formal representations received in line with the statutory parking and traffic appeals process.

Main Responsibilities
<ul style="list-style-type: none"> <li>To interpret legislation, operational guidance, traffic management orders and codes of practice in relation to parking and traffic enforcement as it applies to both on-street and CCTV operations.</li> <li>To investigate and draft appropriate responses to representations, in line with the statutory appeals process, ensuring sufficient evidence to maintain the Councils position at independent appeal.</li> <li>To represent the service when required at the parking and traffic appeals service.</li> <li>To attend to members of the public in person or by telephone in relation to parking enforcement action and in relation to the outcome of representations and appeals.</li> <li>Through representations monitor the quality of enforcement action taken, giving appropriate feedback on issues identified, including deficiencies in lines and signs.</li> <li>To use GIS (Parkmap) systems for the purposes of investigating representations, establishing the legal basis on which the penalty charge notice was issued.</li> <li>To manage a high volume workload to ensure adequate investigation of representations, while meeting statutory and local response times.</li> <li>To use the parking IT system and to generate replies to letters and to manage caseloads and casework.</li> <li>To manage caseload identifying vehicle ownership, taking account of progressions through the statutory recovery process maximising the recovery of parking income.</li> <li>To provide of an efficient and good quality customer-oriented service, pursuing the</li> </ul>

recovery of penalty charges owing to the Council taking account of the parking recovery process and the financial consequence of decisions taken in relation to representations (informal and formal).

- To comply with standard office procedures and practice instructions and generally support the work of the team.
- To undertake such other duties as may be required and are commensurate with the basic objectives of the post.

#### Generic Responsibilities

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

#### Knowledge, Qualifications, Skills and Experience

##### **Knowledge and skills**

- A working knowledge of parking and traffic enforcement, including the relevant legislation and codes of practice.
- Knowledge of IT systems in the field of parking and traffic enforcement and their further development for improved efficiency.
- The working of local government including the political context and current pressures and developments.

##### **Abilities and experiences**

- A proven track record in dealing with complex written enquiries from the public, drafting customer focused responses, in line with legislation, operational procedures and guidelines
- Ability to communicate effectively, both orally and in writing, with service users, officers at all levels, Council members, community groups and external agencies.
- Experience of operating in a regulatory environment
- Experience of investigating and responding to complex written challenges / complaints and enquiries relating to regulatory/ enforcement services.

Main Contacts & Other Information
<p><u>Main Contacts:</u></p> <ol style="list-style-type: none"><li>1. Local businesses and members of the public</li><li>2. Customer services</li><li>3. Staff from across the Council as a whole</li></ol> <p><u>Other Information:</u></p> <p><b>RESOURCES</b> Identify &amp; list personal and identifiable accountability for physical and financial resources including those of clients.</p> <p><b>Cash / Financial Resources</b></p> <p>N/A</p> <p><b>Data Systems</b></p> <p>The post holder will be required to have a thorough knowledge and understanding of the Parking IT system.</p>

Organisational Structure
Please provide organisation structure chart.

## Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
Are the staff based at the same work location?				Yes
Will the post holder be responsible for contract / agency / project staff?				No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	YES		Use of a computer.	YES	
Audio typing.	NO		Crisis or conflict situations.	NO	
Walking more than a mile.	NO		Manual handling.	NO	
Working alone or in isolation.	NO		Working in confined spaces.	NO	
Driving a car, van or minibus.	NO		Preparing or serving food.	NO	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	NO		Working in awkward positions, e.g. stooping, bending, reaching.	NO	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	NO		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	NO	
Regular and repetitive movements.	NO		Working shifts / unsocial hours, nights.	NO	

Outdoor work involving uneven surfaces.	NO		Standing or sitting for prolonged periods.	NO	
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Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	NO		Working at heights / on ladders, roof work.	NO	
Teaching, or responsibility for, children.	NO		Outdoor work involving extremes of temperature.	NO	
Electrical hazards.	NO		Control and restraint.	NO	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability: