

Job Profile

Position Details	
Post	Appeals Officer
Service Area	Parking Operations
Reports to	Notice Processing Manager
Grade	SO1
Job Family	To be completed by HR

Role Purpose
To prepare comprehensive case summaries and submit in a timely manner to London Tribunals in advance of Appeals hearing dates.

Main Responsibilities
<ol style="list-style-type: none">1. To be responsible for the allocation and timely processing of London Tribunals correspondence service, ensuring compliance with the legislative and policy framework.2. To provide operational and technical guidance and support to Correspondence Officers, in relation to handling representations where needed.3. To ensure that the outcomes of London Tribunals appeals are effectively communicated to relevant officers to ensure that any necessary changes in operational requirements are fully reflected in policies and procedures across the Traffic Management Service.4. To represent the Council on a regular basis at Adjudication hearings, setting out the Councils legal position in relation to appeals.5. To develop training materials and guidance notes for staff employed in the service and to deliver training as and when required and keeping abreast of changes in legislation.6. To use quality monitoring procedures to assist the Notice Processing Manager to drive tangible improvements in the quality of informal and formal appeal investigations and responses by the Correspondence team, thereby reducing avoidable contact and improving customer service.

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Generic Responsibilities
<ol style="list-style-type: none">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	Essential or Desirable
<ul style="list-style-type: none">• Ability to write basic reports and present information in a clear logical and systematic manner.• Good experience of operating in a judicial or quasi-judicial environment• Experience of using quality monitoring procedures to support performance management of others.• Experience of being able to give clear, accurate and timely direct feedback to other team members. <p>Excellent working knowledge of parking legislation, statutory and operational guidance on part 6 of the TMA and codes of practice relating to parking and traffic enforcement</p> <p>Knowledge of performance management systems, and their application to improve performance.</p> <p>Strong presentation skills to deliver clear and concise technical information at London Tribunals hearings</p>	

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Main Contacts & Other Information
<u>Main Contacts:</u> <u>Paul Besagni</u>

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	

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: