



Traffic Management Job Description

POST: Senior Debt Recovery Officer

GRADE: SO1

RESPONSIBLE TO: Senior Notice Processing Manager

RESPONSIBLE FOR: None

UP TO 5 STAFF	6-15 STAFF	16-49 STAFF	50+ STAFF

BASIC OBJECTIVES OF THE POST

Outline in a few sentences key elements of the job. This should provide the post holder with a good idea of what the job is about.

1. To undertake the work associated with recovery of parking income at or after the Charge Certificate stage and undertake the prompt and accurate completion of system records, by using systems and work books involved with income reporting after Charge certificate stage.
2. To contribute to the provision of an efficient and high quality customer orientated debt recovery service, thereby supporting the wider collection, recovery and reporting of Traffic Management income.
3. To deal with all types of correspondence and queries related to debt recovery after Charge Certificate stage, handled by the debt recovery team; exercising appropriate judgement and discretion when handling those matters

MAIN DUTIES & RESPONSIBILITIES

1. Investigating casework to provide advice to members of the public and other council services on more complex matters relating to Penalty Notices beyond Charge Certificate stage.
2. To undertake investigations including liaison with internal and external agencies including the police, London Tribunals and prepare case summaries and or action to be undertaken.
3. To maintain workbook/spreadsheet records of enforcement agencies' transactions and provide statistical information as and when required.
4. To deal with more complex telephone enquiries relating to cases beyond Charge Certificate stage of the debt recovery process and provide appropriate advice.
5. To prepare management information and statistics in respect of parking notices and recovery proceedings.

6. To assist the Senior Notice Processing Officer and Notice Processing Manager in maintaining an efficient and accurate reconciliation of different revenue reports and producing reports weekly and monthly.
7. To promote the continuous improvement of the service through the development of systems and procedures, to share best practice and transfer skills, knowledge and experience to other team members.
8. To comply with standard office procedures and practice instructions thereby supporting the work of others.
9. To work with other staff and assist in their duties for acquiring further skills, knowledge and experience.
10. To undertake such other duties as may be required and are commensurate with the basic objectives of the post and dev
11. Understanding, knowledge and ability to follow guidelines that ensure compliance to Health and Safety at Work, Data Protection and other statutory requirements.
12. Health and Safety aspects/issues, first aid/manual handling etc in relation to working environment, i.e. Hazardous materials and relevant processes/legislations etc
13. Knowledge and experience of using IT/working knowledge adequate or sound knowledge required etc
14. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
15. To undertake such other duties as may be required or that arise through the development of the Traffic Management service and that are commensurate with the basic objectives of the post.

MAIN CONTACTS

List main contacts the post-holder will deal with in the role.

1. Notice Processing Manager
2. Senior Notice Processing Officer
3. Corporate Debt leads
4. Enforcement Agencies/Agents
5. Motorists and their representatives

RESOURCES

Identify & list personal and identifiable accountability for physical and financial resources including those of clients.



Cash / Financial Resources

Will be required to handle payment by cheque, occasionally for banking purposes.
This post involves the processing of payments received from Enforcement Agencies.

Data Systems

Responsible for processing data on Civica CE parking database systems.
Entering data on SAP

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The Person

You will be an experienced parking professional, with a sound working knowledge of parking debt recovery legislation and practices. You will be an excellent communicator and be able to meet outputs in a highly pressurized environment.

Abilities/Experiences

- Experience of working in a parking enforcement environment, preferably dealing directly with parking debt recovery
- Experience of dealing with customers in a difficult and challenging environment.
- Experience in investigating and replying to complex correspondence from members of the public.
- Experience in the use of IT systems, preferably the Civica system

Knowledge/Skills

- A detailed understanding and working knowledge of parking enforcement and associated debt recovery legislation.
- Excellent verbal and written communications skills
- An understanding of equalities legislation and council policy and its application in the context of this role.
- Enthusiastic and self-motivated with a positive and constructive approach to work and a polite, professional and helpful manner.

The employee's duties require the following activities: -

	Yes		Yes
Office duties	✓	Outdoor work / uneven surfaces	
Use of a computer	✓	Working at heights / on ladders / roof work	
Audio typing		Confined spaces	
Potentially confrontational work	✓	Outdoor work or extremes of temperature	
Crisis or conflict situations	✓ (telephone calls)	Driving a Minibus as part of duties or as a volunteer	
Management responsibility		Driving car / van as part of duty	
Tight deadlines	✓	LGV / PSV driving	
Walking 1+ miles during working day		Operating lift-truck, digger or crane	
Use of stairs		Work with significant electrical hazards	
Regular manual handling of objects / furniture / equipment (please indicate kilos involved)		Operating potentially hazardous machinery	
Regular and repetitive movements		Exposure to potentially hazardous substances	
Awkward positions e.g. stooping, bending, reaching up	✓	Chemicals, e.g. solvents or metal working fluids	
Sitting / Standing for prolonged periods	✓	Noisy environment (over 80dB[A])	
Working alone or in isolation		Radiation	
Working shifts / unsocial hours / nights		Respiratory e.g. dust, fume, solder	
Risk of infection e.g. TB, Hep B / Other		Vibrating machinery	
Teaching or responsibility for children		Preparing raw food / serving food	
Control and restraint		Other	

Haringey
LONDON

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