Job Description

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| **Role Profile** |  |
| **Service/Team** | \_ |
| **Reports to** | \_ |
| **Responsible for** | \_ |
| **Number of posts** | \_ |
| **Post number** | \_ |
| **Career Grade** | \_ |

Apprentice Parking Administration Officer

Growth & Infrastructure, Transport, Parking

Senior Parking Development Officer

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring this part of the job is delivered in this way which has this impact.

# Job Overview

To carry out all aspects of Parking Administration including investigating and responding to challenges, \*representations and \*appeals received against Penalty Charge Notices (PCNs) in accordance with the Traffic Management Act 2004 and associated legislation and other parking related queries including in relation to permit and general enforcement matters. Ensuring best customer care practices are adopted at all times when dealing with customer enquiries The post holder will respond to customer enquiries in a professional and equitable manner contributing towards Transportation’s overall parking and transport policy aims.

# Key Responsibilities

* To provide advice, guidance and assistance to customers in respect of a wide range of parking matters including parking regulations, permit applications, statutory processes and \*bailiff activity ensuring compliance with the Traffic Management Act 2004 and associated legislation and Council policy.
* Investigate and respond accurately to correspondence, challenges and \*representations against PCNs ensuring that all relevant legislation, policy and traffic regulation orders are accurate, and collate any evidence required to support the decision made.
* Request additional information and evidence to support the claims of either party in relation to challenges, \*representations and \*appeals ensuring accuracy of information at all times. This includes undertaking site surveys in relation to signs and lines and reporting deficiencies where appropriate
* To deal with parking related enquiries received by telephone and also face to face customer contact via the Council’s public counter.
* Record and draft responses to correspondence, challenges, \*representations and \*appeals using the Council’s IT system ensuring accurate and timely responses are given. Presenting written and verbal information in a clear and succinct manner, scrutinising case details to ensure information it is in line with statutory processes, case law and relevant legislation.
* \*To prepare case files for appeals to the Traffic and Parking Tribunal and represent the Council at Adjudication hearings when required ensuring that all statutory requirements are met and customer care standards maintained.
* \*Assist in the monitoring of debt recovery procedures including the activities of the Council’s Enforcement Agents to ensure that performance is in accordance with the contract terms and in line with legislation and Council policies.
* \*Challenge and respond to Witness Statements, including Witness Statements and provide a point of contact to the County Court as necessary.
* Determining the eligibility of applicants in relation to the issue of permits and notifying applicants of the decision made in respect of their application.
* Compile accurate and timely financial, statistical reports ensuring that the statutory requirements, policies and customer care standards are maintained.
* Accurately receive and record payments, including refunds in accordance with the Council’s standing financial instructions and policies.
* \*Liaison with external agencies including but not limited to Traffic Penalty Tribunal (TPT), PATROL, police, DVLA and Enforcement Agent companies reporting instances of fraud in relation to blue badges and permit to the relevant departments/organisations. Provide accurate and up to date technical advice to external agencies when required.
* \*In conjunction with the Council’s legal services, assist in providing evidence at County Court and reports required in respect of N244 applications (appeals to late Witness Statements).
* \*Provide reports and take appropriate action in relation to foreign registered vehicles, persistent evaders and bailiff action including the authorisation of removal of goods to recover parking debt.
* \*Assist with the training and mentoring of new staff.
* Ensure that reasonable care is taken at all times for the health and safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.
* To ensure that the Council’s Equal Opportunity policies are met at times.
* To carry out any other duties, which fall within the broad spirit, scope and purpose of the job description and commensurate with grade of post.

# Specific Qualifications and Experience

* Minimum of GCSEs in English and Maths grade A-C/9-4 or equivalent
* Good IT skills with experience of working with a range of different IT applications.
* Analyse data and interpret information to produce reports that will inform service design
* Presentation of own work in a focused and engaging way
* Experience of working in a challenging office environment, which is customer focussed working to tight time-scales.

# Personal Qualities & Attributes

* Excellent written and verbal communication skills
* Must be able to remain calm and articulate complex legal processes to potentially irate and angry customers explaining the outcome of any refusal to comply together with their options for appeal in a fair and consistent manner in the context of the relevant legal framework.
* Make evidence based and outcome focussed decisions using proactive risk management and where set procedures provide only general guidance, without necessarily referring complex decisions to a manager
* Plan and organise own workload in an environment of frequently conflicting priorities, changing demands and strict deadlines

# Job Requirements

* Ability to use public transport or hold a UK Driving License to use a Pool vehicle in order to visit site and attend meetings.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.

\*activities will not apply to Apprentice Role