

Job Description and Person Specification

Role: Parking Appeals Technician



Job Description

Job Title	Parking Appeals Technician
Grade	G4
Service	Parking
Reports to	Parking Appeals Manager
Location	Council House
Job Evaluation Code	A5892



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

Provide an efficient, consistent, high quality and cost effective technical, legal, analytical administrative back-office support to Parking Services in accordance with the relevant legislation, statutory guidance and to strict and tight deadlines.

To be responsible for investigating and responding to challenges, representations and appeals at all stages of the penalty charge notice recovery process in line with Council policies, procedures, and any legislative responsibilities. In addition, to undertake the day-to-day administration of car park passes, resident's parking schemes and revenue from car parking equipment.

Main Duties & Key Accountabilities

Core Knowledge

1. To provide a high quality, professional and efficient technical support function to Parking Services to ensure the achievement of departmental, service, and personal performance targets.
2. Responsible for investigating, processing, and responding to informal challenges, formal representations and appeals in relation to any disputed penalty charge notices in line with current legislation and timescales, best practice, policy guidelines, and service performance standards.
3. Use knowledge, recognised practices, and procedures to critically review and assess evidence from Civil Enforcement Officers and mitigating information provided by the appellant. Weigh up the evidence of each case to make balanced judgments and informed decisions regarding the outcome of disputed penalty charge notices.
4. In line with recognised practices and procedures, use own discretion and authorise the cancellation of statutory and non-statutory notices where applicable.
5. Responsible for ensuring all communication from the public regarding all aspects of the penalty charge notice recovery process are dealt with in accordance with policy and procedures.
6. Initiate and process refunds of payments in appropriate circumstances, in accordance with the formal cancellation policy procedures and in accordance with the stipulated timescales where required to cancel or uphold penalty charge notices and other statutory and non-statutory notices.

7. Deal with enquiries from internal and external customers, members of the public and stakeholders either in writing, by telephone, or face-to-face and provide advice of a legal and technical nature where necessary, on appropriate regulations (which include, but not limited to, Road Traffic Act 1991 and The Traffic Management Act 2004), bus lane enforcement and car parking including payments and car park passes.
8. Keep abreast of new and existing legislation and be responsible for providing written advice and guidance on complex and sensitive information to the public.
9. Research enquiries and provide accurate and timely information, advice and guidance to internal and external customers and members of the public.
10. Negotiate with members of the public to resolve cases and solicit payments where required to minimise the financial impact on the Council and make judgments on whether to cancel penalty notices where required.
11. To deal with transfer of liability in change of ownership or contract hire, new keeper details and payment related enquiries, and enquiries or representations with payments attached.
12. Operate computer systems for the efficient processing of penalty charge notices, correspondences, and statutory notices, from the issue of the penalty charge notice through to full debt recovery or the closure of each notice, including the setting up of payment plans where necessary.
13. Collate financial information to assess and evaluate the ability for members of the public, including those who are vulnerable, to pay debts by reviewing and assessing their income and expenditure. Negotiate, agree and implement mutually realistic payment plans. Process applications for payment arrangements and take actions to resolve issues if the plan is not adhered to.
14. Process applications and payments in various monetary forms for resident's and visitor's permits, penalty charge notices, dispensation permits, and car park passes using the appropriate software systems, taking necessary actions with regards to fraudulent applications.
15. Maintain databases for all permits, car park passes and season tickets undertaking the periodic renewal, including sending out reminder notices and sales invoices to residents where necessary.
16. Process purchase requisitions and raise purchase orders. Receipt purchase orders and process invoices for payments ensuring compliance with procedures and accounting controls. Raise sales invoices to clients and customers for services supplied by Parking.
17. Undertake the analysis and reconciliation of financial data including the printing of computer system reports regarding car park income and payments received for parking passes.

18. Manage casework through to full debt recovery or closure of the penalty notice by liaising with internal / external agencies and contractors where required, including but not limited to , the Traffic Enforcement Centre at the County Court, DVLA, Traffic Penalty Tribunal, and the general public on any matters relating to the Parking Penalty Charge Recovery Process.
19. Liaise with Enforcement Agents to resolve disputed PCNs and to administer warrants returned by bailiffs ensuring that the debt is administered within legal constraints and according to policies and procedures.
20. Collate the required evidence and prepare evidence packs for submission to the independent adjudication service in response to appeals in line with the relevant timescales. Attend hearings where required to assist with the presentation of the Council's case to adjudicators.
21. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Members of the public	Internal Parking Services and Council employees
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: Not Applicable

Person specification

Job Evaluation Code	A5892
Knowledge	
Detailed knowledge and understanding of current legislation and procedures relating to civil parking enforcement.	
Detailed knowledge of financial and admin procedures in regard to parking appeals, notice processing and debt recovery.	
Detailed knowledge of administrative procedures in regard to parking appeals, notice processing and debt recovery.	
Principles of customer care	
Skills and Abilities	
Strong analytical skills and the ability to use initiative and own judgement	
Excellent customer service and to deal with difficult customers	
Excellent written communication to respond effectively and clearly by letter and emails to customers	
Excellent verbal communication to deal tactfully, diplomatically, empathetically and sensitively with colleagues, the public and other external contacts whilst under pressure.	
Ability to organise and prioritise own workload to meet tight deadlines	
Ability to work flexibly in a team environment	
Experience	
Experience of working in a financial or debt recovery environment	
Experience of working in a parking or other permit/noticing environment	
Or relevant experience	
Experience of operating Information Technology systems	
Qualifications	
City & Guilds Level 2 or higher in Notice Processing	

Special Requirements

Able to very occasionally work outside normal office hours in periods of heavy workload

Date Created	November 2022	Date Reviewed	September 2024
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