

Job Description and Person Specification

Parking Appeals Technician

Job Details	
Grade	GRD4
Service	Highways
Location	City Wide
Job Evaluation Code	A5892

About Coventry City Council
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: Open and fair: We are open, fair and transparent. Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be. Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing. Create and innovate: We embrace new ways of working to continuously improve the services we offer. Own and be accountable: We work together to make the right decisions and deliver the best services for our residents. Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose
As a Parking Appeals Technician, you will help manage parking appeals, ensuring fair and lawful outcomes in line with current legislation. Your expertise will guide the resolution of disputes, balancing customer care principles with the need for effective enforcement. Your ability to analyse, communicate, and organise will help in delivering a service that upholds the Council's commitment to community standards and inclusivity.

Main Duties & Key Accountabilities

Providing technical support to Parking Services, ensuring departmental and personal performance targets are met
Reviewing and processing disputes and appeals against PCNs in accordance with established regulations, policies, and procedures.
Initiating refunds and processing payments as per cancellation policy and timescales
Addressing enquiries and offering legal and technical advice on regulations and enforcement
Maintaining knowledge of legislation and providing guidance on complex information to the public
Managing transfer of liability cases, including change of ownership and payment-related enquiries
Operating computer systems for processing notices and correspondence, setting up payment plans
Assessing public financial information to negotiate and implement payment plans, processing applications
Processing various applications and payments for permits and passes, tackling fraudulent cases
Maintaining databases for permits and passes, managing renewals and issuing sales invoices
Handling financial tasks including purchase orders, invoice processing, and reconciling financial data
Managing casework for debt recovery, liaising with agencies, and preparing evidence for adjudication

Key Relationships

External:	Customers, suppliers and other organisations involved in the delivery of civil enforcement.
Internal:	Colleagues at all levels including elected members

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.
 - attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
 - any other duties and responsibilities within the range of the salary grade.

Responsible for

No People Management Responsibilities

Person Specification

Requirement Type	Int	App	Ass	Requirement
Knowledge				Have detailed knowledge of current legislation, financial, and administrative procedures related to civil parking enforcement and appeals
Knowledge				Possess a thorough understanding of equal opportunities and customer care principles within a professional setting
Skills And Ability				Be able to analyse complex information, exercise judgement independently, and demonstrate excellent initiative
Skills And Ability				Have excellent customer service skills, including the ability to handle difficult situations with diplomacy and empathy
Skills And Ability				Possess excellent verbal communication skills to interact professionally with colleagues, the public, and external contacts, especially when under pressure
Skills And Ability				Be able to organise and prioritise workload efficiently to adhere to strict deadlines
Skills And Ability				Be able to work collaboratively within a team environment, demonstrating flexibility and adaptability
Experience				Have experience in financial management or debt recovery within a parking or notice processing context
Experience				Be experienced in utilising Information Technology systems effectively in a professional capacity
Qualification				Possess a City & Guilds Level 2 or higher in Notice

				Processing, or equivalent
Special Requirements				Be able to work outside of standard office hours on rare occasions to manage periods of increased workload