



Coventry City Council

## Job Description

<b>Job Title:</b>	Parking Appeals & Notice Processing Officer	<b>Job Number:</b>	A5712
<b>Directorate:</b>	Transportation and Highways	<b>Post Number:</b>	
<b>Service:</b>	Parking	<b>Grade:</b>	G3
<b>Location:</b>	Council House		

### **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.

### **Job Purpose:**

Under the supervision of the Team Manager (Parking Appeals) provide an efficient, consistent, high quality and cost effective technical, legal, 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 and Responsibilities:**

1. To provide a high quality, professional and efficient back office function to Parking Services to ensure the achievement of departmental, service and personal performance targets.
2. Responsible to the Team Manager (Parking Appeals) for investigating, processing, and responding to, informal challenges, formal representations and appeals in relation to any disputed penalty charge notices in line with legislative timescales, best practice, policy guidelines, and service performance standards. Critically assess the outcome before responding to the motorist with the formal decision.
3. Use knowledge, recognised practices and procedures to weigh up the evidence of each case to make balance judgments and make informed decisions regarding 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. Initiate 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.
6. Deal with enquiries from internal and external customers 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.
7. Research customer enquiries and provide accurate and timely information, advice and guidance to internal and external customers.
8. Negotiate with customers 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.
9. 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.
10. 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.
11. 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.
12. Evaluate the ability for customers including those who are vulnerable, to pay debts by reviewing and assessing their income and expenditure to agree a realistic payment plan. Process applications for payment arrangements and take actions to resolve issues if the plan is not adhered to.
13. Maintain databases for all permits, car park passes and season tickets undertaking the periodic renewal, including sending out reminder notices and sales invoices to customers where necessary.
14. Process refunds when required in accordance with the recognised accounting practices and procedures.
15. Process purchase requisitions and raise purchase orders. Receipt purchase orders and process invoices for payments ensuring compliance with procedures and accounting controls.
16. Undertake the reconciliation of financial data including the printing of computer system reports regarding car park income and payments received for parking passes.

17. Liaise with internal / external agencies and contractors, including DVLA, Traffic Penalty Tribunal, Traffic Enforcement Centre, and the general public on any matters relating to the Parking Penalty Charge Recovery Process or the administration of Parking Services.
18. Liaise with Enforcement Agents to resolve disputed PCNs and to administer the bailiff returns process ensuring that the debt is administered within legal constraints and according to policies and procedures.
19. Collate the required evidence and prepare evidence packs for submission to the adjudication service in response to appeals in line with the relevant timescales. Attend adjudication hearings where required to present the Council's case.
20. Ensure work is completed to a high quality in accordance with the appropriate legislation, recognised procedures and to the strict deadlines and timescales.
21. Ensure compliance with all financial and administrative procedures, and that all records are accurately completed.
22. To work as a member of a team and assist with the training of staff including new recruits. Deputise for the Senior Appeals Officer where required.
23. Operate telephones in a call centre environment where necessary, and deal with caller enquiries providing explanations, advice and guidance as necessary.
24. Provide administrative cover as necessary to ensure compliance with procedures.
25. Ensure that all work undertaken complies with the relevant Procedure Manual and is in accordance with Council and Statutory requirements.
26. Any other duties and responsibilities within the range of the salary grade.

All duties and responsibilities must be carried out with due regard to the City Council's Health and Safety Policy.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

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- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
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**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

**Responsible for:** N/A

**Responsible to:** Team Manager (Parking Appeals)

**Date Reviewed:** May 2021

**Updated:** October 2021



Coventry City Council

## Person Specification

<b>Job Title:</b>	Parking Appeals and Notice Processing Officer	<b>Job Number:</b>	
<b>Service:</b>	Parking	<b>Post Number:</b>	
<b>Location:</b>	Council House	<b>Grade:</b>	

Area	Description
<b>Knowledge:</b>	Knowledge and understanding of administrative and financial systems
	Knowledge and understanding of equal opportunities in the workplace
	Knowledge and understanding of current legislation and procedures relating to civil parking enforcement.
	Administrative and financial systems in regard to parking appeals, notice processing and debt recovery.
	Principles of customer care
<b>Skills and Abilities:</b>	Numeracy and literacy
	Excellent customer service and to deal with difficult customers
	Excellent written communication to respond effectively 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.
	Good keyboard skills for inputting data and writing letters.
	Ability to organise and prioritise own workload to meet tight deadlines
	Ability to work flexibly in a team environment
	Willing to learn new skills and procedures
	Ability to gain knowledge and understanding of the application of Information Technology for parking enforcement and/or finance and administration
	Ability to gain knowledge and understanding of regulations and procedures in relation to civil parking enforcement.
Strong analytical skills and the ability to use initiative	
<b>Experience:</b>	Experience of operating Information Technology systems
<b>Educational:</b>	City & Guilds Level 2 or higher in Notice Processing
<b>Special Requirements:</b>	Able to very occasionally work outside normal office hours in periods of heavy workload

**Date Reviewed:** May 2021

**Updated:** May 2021