



Ipswich Borough Council
Job Description: **H45b**

Parking Officer (Admin & Appeals)

Main Purpose of Job

Responsible for the second stage of the Penalty Charge Notice process through to debt recovery, in accordance with relevant legislation. To respond to correspondence; including emails, telephone calls and written correspondence from members of the public, regarding the legislation surrounding penalty charge notices, and permits. Identify vulnerable, and special needs customers, and take appropriate action. Protect revenue, take payment from customers, reconcile parking income and process banking.

Main Duties

1. Responsible for second stage of the Penalty Charge Notice (PCN) process including decisions regarding challenges and appeals against PCN's in accordance with legislation and guidance. This includes reviewing of evidence provided by the Civil Enforcement Officers (CEO's), and mitigating circumstances provided by the appellant.
2. Manage each PCN case through to debt recovery, or closure of notice, including liaising with the Traffic Enforcement Centre (TEC), Independent Adjudicator (TPT), and Enforcement Agents (Bailiffs), when required. Responsible for ensuring all correspondence from the public regarding all aspects of parking enforcement are dealt with in accordance with policy and procedures.
3. Deliver, and manage, a range of parking service transactions, including resident parking permits, season tickets, trade and statutory waivers, parking suspensions, and staff parking schemes, through multiple ICT systems. Responsible for all administration duties of the service, including investigation of possible fraudulent, or misuse, of permits.
4. Make decisions regarding applications to suspend parking restrictions, based on consideration of the impact the suspension may have on other road users.
5. Manage Driver & Vehicle Licensing Authority (DVLA) data in accordance with audit requirements, and the Data Protection Act.

6. Prepare cases to be heard at the Independent Adjudicator (TPT), and represent the Council at hearings, when required.
7. Reconcile payments as required by auditing processes, report and investigate discrepancies in parking income. Complete banking procedures daily. Create and manage instalment payment plans for vulnerable customers, or where hardship has been identified.
8. To liaise with the Enforcement Team, to ensure the service area can continue to operate efficiently and effectively.
9. To undertake any other duties commensurate with the general level of responsibility of the post. Duties which include processing of any personal data, must be undertaken within the corporate data protection guidelines.

Such variations as may be required from time to time without changing the general character of the duties shown above, or the level of responsibility entailed.



Job Title: Parking Officer

IPSWICH
BOROUGH COUNCIL

Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	A levels or NVQ Level 3 and two years experience of technical and organisational knowledge in customer services.	NVQ Level 3 Award for Notice Processors (Parking)	Application, Interview and Assessment
Relevant experience	Proven experience in a customer facing role Knowledge of relevant for use with procedures legislation and ability to interpret Able to read and extract relevant information from correspondence and respond appropriately Experience of working in high pressure In depth experience if using Microsoft Outlook, Word and Excel Able to work within legislative procedures	Experience in stage two of the penalty charge notice process Experience of banking reconciliation	Application and Interview
Specialist knowledge	Knowledge of Traffic Management	Knowledge of permits, waivers and dispensations Health and Safety Awareness Experience of presenting	Application and Interview

		evidence to court or tribunals Knowledge of the relevant sections of Traffic Management Act 2004, Road Traffic Regulation Act 1984 and Traffic Regulation Orders	
Personal skills	<p>Able to deals tactfully with sensitive or confrontational situations, and able to recognise and respond to customers with special needs</p> <p>Ability to maintain accurate records and give attention to detail</p> <p>Ability to make detailed notes and written reports</p> <p>Ability to prioritise and manage own workload and make decisions without referral to a Team Leader</p> <p>Ability to apply Numeracy skills</p> <p>Ability to communicate effectively with people at all levels, both verbal and written in potentially stressful situations</p> <p>Team worker, but able to use own initiative</p>		Application, Interview and Assessment
Special working conditions	None		