



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**

Standard Template

JOB TITLE:	Parking Services Appeals Officer		
GRADE:	G6	SERVICE AREA:	Highways & Transportation
JOB CODE:	X085- JE checked 10/03/2022		
REPORTS TO:	Parking Services Manager	LOCATION:	Civic Centre
SPECIAL CONDITIONS:	<p>The Post holder will be required to:</p> <ul style="list-style-type: none"> • Work outside normal office hours from time to time • To attend regional or national meetings as and when required • This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers 		

1. Main purpose of the job role:

- To provide support in connection with the activities undertaken within the Parking Services Appeals team. These include the processing of Penalty Charge Notices and Appeals, Parking and Residents Permits, Season Tickets, public liaison, payment handling, correspondence, telephone duties and related tasks.

2. Role specific duties and accountabilities:

- To receive, record and respond to all routine correspondence relating to parking matters
- To receive, record and process all payments received, either via the internet, external post or any other method made available for the users of the council services
- To process requests for car parking season tickets and permits
- To process applications, payments and issue of council parking permits and season tickets
- To investigate and prepare a response following the receipt of formal representation from drivers' against the issue of Penalty Charge Notices (PCNs), taking into account circumstantial and mitigating evidence.
- To comply with all policies and procedures in relation to the clerical duties undertaken within the department.
- To deal with enquiries from the public either via phone, letter, email or personal visit in connection with matters relating to any aspect of the parking service.
- To maintain all procedures in relation to the legal and statutory processes undertaken within the Parking Services Appeals team.
- Identify any irregularities associated with the issue of PCNs, passing the information to the Senior Appeals Officer in order that the appropriate action can be taken
- Liaise with the DVLA, Traffic Enforcement Centre, Traffic Penalty Tribunal and the Councils appointed Bailiffs, on all aspects associated with the administration and debt collection of the PCN.
- To accurately and quickly input, record and maintain a range of data both in electronic and manual format.

- Produce comprehensive reports as required for internal and external usage.
- Maintain and control the filing and correspondence systems within the team.
- To maintain sufficient stocks of stationery
- To be conversant with the Traffic regulation Orders covering the areas of Walsall, the Road Traffic Act 1984 and 1991, the Traffic Management Act 2004 and the Transportation Act 2000.
- To be responsible over any junior or trainee staff placed under the post holder's control.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE Parking Services Appeals Officer	GRADE G6	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills: (refer to JE guidance document)		
Ability to use a range of fixed and hand held IT equipment associated with the delivery of parking services	I	2
Able to communicate in a clear and concise manner both orally and in writing	A/I	3
Ability to understand and follow legislative and operational procedures	I	3
Ability to work as part of a team both with colleagues and outside agencies	I	3
Experience in dealing with the general public and staff in a tactful, diplomatic but unbiased manner under challenging conditions	A/I	3
Must demonstrate a level of numeracy commensurate with the processing of Penalty charge Notices and associated income	I	3
Ability to understand and follow legislative and operational procedures	A/I	3
Ability to work with minimal supervision when undertaking high volume data processing with speed and accuracy	I	3
Must demonstrate an understanding of the parking enforcement role	A/I	2
Knowledge of Microsoft Office software	A/I	2
Knowledge and understanding of the financial and legal implications of the processing of Penalty Charge Notices	I	2
Ability to type quickly and accurately using Microsoft Word	A/I	2
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Experience of dealing with the general public in a front line/regulatory environment.	A/I	3
Evidence of using a computer systems (i.e. Microsoft Windows)	A/I	3
Experience in a clerical/administrative environment.	A/I	3

Knowledge of the Parking Industry	A/I	3
Evidence of continuous professional development (where applicable)		
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
3 subjects at GCSE (Grade 4-9) or equivalent, including Maths and English	A	
BTEC Finance and Administration or equivalent	A	
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post		
Prepared by:	Glynnis Jeavons	Date: 2022