



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

Standard Template

<b>JOB TITLE:</b>	Senior Appeals Officer		
<b>GRADE: JOB CODE:</b>	G7 X142	<b>SERVICE AREA:</b>	Highways, Transport and Operations
<b>REPORTS TO:</b>	Parking Services Manager	<b>LOCATION:</b>	Civic Centre
<b>SPECIAL CONDITIONS:</b>	The Post holder will be required to: <ul style="list-style-type: none"> <li>• Work outside normal office hours from time to time</li> <li>• To attend regional or national meetings as and when required</li> <li>• This post is covered by the Government’s Code of Practice on the English Language Fluency Duty for public sector workers.</li> </ul>		

**1. Main purpose of the job role:**

- To supervise and undertake activities within the Parking Services Appeals team. These include the processing of Penalty Charge Notices (PCNs) and Appeals, Parking and Residents Permits, Season Tickets, public liaison, payment handling, correspondence, telephone duties and related tasks.
- To be responsible over the parking appeals staff, agency staff and any junior or trainee staff placed under the post hold
- To assist with the management of the Parking Enforcement contract

**2. Role specific duties and accountabilities:**

- To supervise the day to day working of the Parking Appeals Team, maximising performance to agreed objectives.
- Monitor and supervise the service delivery and IT software systems for all processes associated with the issue of all PCNs, Notice to owner, Charge Certificate, Appeals and Warrant execution to Enforcement Agent and Permits.
- To ensure that all work is undertaken to a high standard.
- To assist with the management of the Parking Enforcement Contract.
- To monitor processing standards of PCNs to ensure compliance with all legal and statutory procedures and policies
- Supervising the receipt and response of all telephone calls and correspondence relating to PCNs
- To deal with the more detailed and contentious enquiries from the Public and/or Parking Management, concerning any aspect of the processes undertaken by the Parking Appeals Team.
- Develop, record and maintain all procedures in relation to the processes undertaken within the Parking Appeals team.

- Monitor the quality of all PCNs, advising the Parking Contract Manager of any irregularities identified, understanding that incorrectly issued PCNs have a financial implication for the Council.
- Determine the appropriate action following receipt of formal representation from the Registered Keeper against the issue of PCNs, taking into account circumstantial and mitigating evidence. Communicating with the Traffic Penalty Tribunal (TPT) regarding formal appeals and attend hearings where necessary.
- Liaise with the DVLA, Traffic Enforcement Centre, Traffic Penalty Tribunal and the Councils appointed Enforcement Agents, on all aspects associated with the administration and debt collection of the PCN.
- Provide and analyse management information on request for internal or external use.
- Review and identify training needs in order to develop the skills and abilities of all staff under your supervision.
- To be fully conversant with all Parking and Traffic Regulation Orders covering the borough of Walsall and the Road Traffic Act 1984, 1991, Traffic Management Act 2004 and 2022 and the Transport Act 2000.
- To process requests, administer queries and obtain payment for all applications associated with the provision of the Council's Parking Permit scheme.
- To monitor and manage the levels of controlled stationary.
- To monitor and manage the budget for controlled stationary.
- Any other duties as required commensurate with the post.

### **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 G7	
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	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> refer to corporate behaviours document		
<b>Professionalism</b> - 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.	A/I	3
<b>Accountability</b> - 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.	A/I	3
<b>Transparency</b> - 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.	A/I	3
<b>Ethical</b> - 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.	A/I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)		
Ability to lead, motivate and develop team members	I	3
Experience in dealing with the public/staff tactfully and sympathetically under stressful conditions	A/I	3
Ability to prepare reports for Management/External agencies	A/I	3
Ability to monitor and manage a stationery budget		
Ability to work under pressure and meet targets	I	3
Experience of working as part of a team both with colleagues and outside agencies	A/I	3
Ability to remain calm in all circumstances	A/I	3
Knowledge and understanding of Parking and Traffic Regulations, the RTA 1984,1991, TMA 2004, 2022 and The Transport Act 2000	A/I	2
Flexible approach to workload and duties	A/I	3
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
Experience of successfully managing groups of staff. Evidence of competence as an effective administrator. Previous experience of operating IT systems. Experience of working in a front line regulatory/enforcement environment ideally within Parking Services	A/I	3

<b>Qualification:</b> 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 A-C) or equivalent, including Maths and English	A	
BTEC Finance and Administration, A level standard or equivalent	A	
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
NOTE: The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post		
<b>Prepared by:</b>	Glynnis Jeavons	<b>Date:</b> 2024