

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT Transport

POSTHOLDER

SECTION Parking Services

GRADE Career Grade SC5-SO1

POST DESIGNATION Parking Appeals & Representation Officer

To be responsible to a Team Leader in the Back Office Parking Team for:

1. The post holder will be responsible for investigating and responding to all inquiries and correspondence:
 - a. Challenges
 - b. Representations
 - c. Appeals
 - d. Charge Certificate
 - e. And any other correspondence received at all stages of the statutory process in regards to Penalty Charge Notices (PCNs)
2. The post holder will ensure they produce high quality responses to set productivity targets.
3. The post holder will be expected to produce work to a consistently high standard often to strict and tight deadlines.
4. The post holder will be expected to have the knowledge, experience and aptitude to weigh up the evidence of each case to make balanced judgements.
5. This post is based upon a career grade of SC5 to SO1 and progression can be made once the expected levels of experience and performance standards are achieved to a satisfactory level for all duties of the post.
6. The post holder will be expected to obtain and maintain a working knowledge of complex legislation, as it impacts the service area, and ensure compliance with it in all activities.

Principal Responsibilities SC5

- 1 To prioritise and manage own workload and tasks in response to changing demands from management.
- 2 To investigate all challenges and representations received against disputed PCNs/FPNs, critically assessing the outcome before responding to the motorist with the formal decision. If evidence is incomplete the post holder will request additional information to support either party's claims.
- 3 To deal with transfer of liability in change of ownership or contract hire, payment related enquiries, and enquiries or representations with payments attached.
- 4 To ensure that all correspondence is replied to in accordance with best practice and in plain English. • To ensure that daily quality and quantity performance standards are met or exceeded and that letters conform to relevant quality, policy and legislative standards.
- 5 To request refunds of PCNs/FPNs when required in accordance with Parking Service processes and policies.
- 6 To administer and respond to Charge Certificate correspondence in line with quality and performance standards.
- 7 To liaise with the County Court to administer Witness Statements (or statutory declarations where necessary) and Late Witness Statements and outcomes, ensuring that relevant policies and procedures are maintained and followed.
- 8 To liaise with outside Debt Collection or Bailiff 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.
- 9 To respond to debt recovery telephone enquiries from customers who may be distressed or vulnerable and decide the appropriate action to progress the debt.
- 10 To ensure enforcement practices and required enforcement infrastructure complies with agreed procedures and standards and to take responsibility for reporting non-compliance issues to appropriate teams.
- 11 To report potential on-street malpractices to appropriate Officers in relations to PCNs or permits, resolving any issues that arise or making referrals to line management and other organisations where necessary.
- 12 To review recorded contraventions and issue Penalty Charge Notices to Owners of vehicles, identified by CCTV, contravening legislation.

- 13 To maintain local filing systems, ensuring documents are filed accurately and timely. • Create and manage a databank of paragraphs to assist in responding to customers efficiently and consistently around frequent types of enquiries.

Additional Responsibilities SC6

- 14 To provide cover for Parking Officers responsibilities, covering periods seasonal peaks in work and periods of absence due to leave or sickness.

Additional Responsibilities SO1 Grade

- 15 To investigate and respond to Parking Appeals (London Tribunals) collating the required evidence pack for London Tribunals in line with agreed procedures and quality standards.
- 16 To ensure that the process of investigation, preparation, approval and sending of the evidence pack to London Tribunals is completed within the specified target date.
- 17 To attend personal appeals as and when required and to act as liaison between the Council and London Tribunals. As the post holder will be required to attend personal hearings a professional and diplomatic approach will be required at all times.
- 18 To respond to any further communications from London Tribunals within the required timeframes.
- 19 To identify opportunities to improve services or to develop better ways of working and participate in service improvement projects as required.
- 20 To provide guidance and advice to other Representations and Appeals Officers on complex issues, proactively liaising with other internal or external bodies to resolve queries.
- 21 To provide cover for other Appeals and Reps Officers, or Line Management, in their absence to ensure all duties are dealt with effectively.
- 22 To undertake any other work appropriate to the level and general nature of the post's duties.
- 23 Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
- 24 To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies
- 25 To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.

- 26 This post does not require a DBS.
- 27 You may be required to undertake alternative, additional, or ancillary duties from time to time or transfer to another service department within the Council as the Council may direct to meet service user demand in the event of a crisis or emergency.

Designation of the Post to which the post-holder normally reports to: Team Leader – Back Office Team.