


GLPC Job Description

	Job Title	Notice Processing Officer (Challenges)
	Directorate	Regeneration and Environment
	Department	Healthy Streets and Parking
	Grade	Scale 5
	Reports to	Notice Processing Manager
	Staffing Responsibility	None

Job Purpose:

To assist the Notice Processing Manager in ensuring parking administration is carried out efficiently and effectively with prescribed timescales and service level agreements.

Principal Accountabilities and Responsibilities:

1. Provide advice and information to a wide range of customers in respect of parking legislation, related regulations and council policies.
2. To be highly proficient in the use of the standard word processing systems used to progress parking challenges, and continue to maintain that proficiency as and when new software packages are added.
3. To have a complete understanding of the relevant traffic and parking legislation, to consider challenges under that legislation, be responsible for deciding on whether the challenge is to be accepted or rejected, and send out appropriate decision letters
4. Draft correspondence for the department as necessary providing advice and information on parking legislation.
5. Manage a databank of standard paragraphs to assist in responding to customers efficiently and consistently around frequent types of enquiry.
6. To receive information and data in relation to parking and complete statistical records and spreadsheets, manual and electronic as directed.
- 7 Respond to customer enquiries in writing, providing advice on parking and traffic enforcement issues.
8. Computer inputting & interrogation – Use the in-house and other computer applications to update records as necessary.
9. Assisting with special projects - Work with colleagues in implementing special projects: for example, new controlled Parking Zones.

10. Working flexibly – Work flexible hours, to meet service delivery needs and maintain continuity & quality of service.
11. Actively promote effective and professional liaison with other authorities, public bodies, other Council services and contractors, Liaise with other council officers, the Police, Transport for London staff and other local authorities regarding parking and traffic appeals and other related matters.
12. Consulting and Liaising – with colleagues across the department to achieve solutions to queries, resolve anomalies and take remedial actions.
13. Ensuring Service Excellence – To ensure achievement of service excellence, carry out all duties in keeping with relevant legislation and council policies in respect of Health & Safety, data protection, Human Rights, equal opportunities, Code of conduct, customer service policy and dress code.
14. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
15. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
16. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
17. Undertake any other duties commensurate with the general level of responsibility of this post.

DBS Status	Not applicable
Politically Restricted <i>(delete as appropriate)</i>	No

Person Specification

Specify the qualifications essential to the role, experience, skills and abilities required on the basis of the Job Description.

To be identified by:
 Application Form(A)
 Test/assessment (T)
 Interview (I)
 (Please indicate all that apply)

Knowledge

- Relevant working experience in a parking department, processing informals and formal representations.
- Working on internal systems (e.g. Taranto) effectively
- Possess an in-depth and current knowledge of all decriminalised parking i.e. TMA and the statutory process.
- Possess a high standard of numeracy, literacy and grammatical accuracy.
- Good knowledge of MS Outlook, Word, Excel.

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Experience

- Previous experience of processing high volumes of correspondence.
- Experience of working in a team setting under direction of different supervisors.
- Experience of processing parking PCN challenges.
- Experience of meeting targets for both qualitative and quantitative performance.

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Skills and abilities:

- Reading, interpreting and responding to written correspondence.
- Proven ability to assess informal parking challenges, make case decisions and explain the basis for that decision.
- Possess a clear personal commitment to the customer care and an understanding of the relevance to the post.
- Proven ability to manage and prioritise, with minimal intervention, a demanding personal workload, consistently achieve individual work objectives, standards and performance.
- Proven ability to make sound and appropriate decisions that adhere achieve organisational objectives, balance risk and outcome and adhere to Council policy.
- Proven ability to recognise and acknowledge mistakes, resolve and learn from them.
- Proven ability to confidently use technology and software including browsers, databases, word processors and spreadsheets.

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