

PCN Appeals Officer

Reports to:	Notice Processing Manager		
Department:	Healthy Streets and Parking	Grade:	Scale 6 to SO1 (linked grade)
DBS Status:	Nil	Politically restricted:	No
Job Purpose: 1. To assess and respond to representations, appeals, and other statutory correspondence which contest parking and traffic related Penalty Charge Notices (principally issued for violation of parking, bus lane, and moving traffic restrictions). 2. To take decisions on whether or not to uphold or cancel Penalty Charge Notices in accordance with council policy and all relevant legislative processes. 3. To assist in the management of the debt recovery processes and provide a high standard of service to required quality and productivity standards.			
Values Collaborate proactively. Lead inclusively. Embrace change. Be bold and curious. Celebrate and share our success.			
Overall Description A PCN Appeals Officer is responsible for reviewing and responding to challenges, representations, and appeals relating to Penalty Charge Notices (PCNs). The role requires a clear understanding of parking enforcement legislation, statutory processes, council policies, and evidence-based decision-making. The officer's main duties typically include assessing correspondence from motorists, reviewing evidence such as CEO notes, photographs, permits, payment records, traffic orders, and CCTV footage where applicable. They must decide whether a PCN has been issued correctly and whether there are valid grounds to cancel, uphold, or progress the case. A PCN Appeals Officer must ensure that all responses are accurate, fair, professional, and issued within statutory timescales. They are also responsible for preparing case summaries and evidence packs for appeals submitted to an independent adjudicator, such as London Tribunals, and ensuring that all decisions are properly documented. The role requires strong written communication skills, attention to detail, sound judgement, and the ability to apply legislation consistently while considering individual circumstances. It also involves working closely with supervisors, enforcement teams, customer services, and other internal departments to resolve queries and maintain high standards of service delivery.			

Job specific roles and responsibilities

1. To be highly proficient in the use of the standard word processing systems used to progress parking appeals and continue to maintain that proficiency as and when new software packages are added.
2. To have a complete understanding of the relevant traffic and parking legislation, to consider appeals following 'representations' under that legislation, be responsible for deciding on whether the appeal is to be accepted or rejected and send out the appropriate decision letter.
3. Prepare appeal papers for submission to the Environment and Traffic Appeals Service (ETA), and where necessary represent the Council at Appeal Court Hearings. Ensure that all appeals are dealt with within the time limits specified within the relevant legislation.
4. Prepare evidence for legal actions in the County Court
5. Administer the Debt Recovery process, including the administration of witness statements, the management of Enforcement Agents and County Court hearings; ensuring that the debt is administered within legal constraints and according to policies and procedures.
6. Respond to enquiries, service requests and complaints from all sources, especially members of the public, and including councillors; statutory and other bodies; and other Council departments/units; in an appropriate and professional manner within corporate timescales.
7. Record formal appeals, investigate and prepare case summaries for the ETA independent Parking Adjudicator.
8. Manage a databank of standard paragraphs to assist in responding to customers efficiently and consistently around frequent types of enquiries.
9. Respond to customer enquiries on the telephone and in writing, providing advice on parking and traffic enforcement issues.
10. Provide information and advice relating to the relevant traffic and parking legislation, the Council's Parking Strategy, the parking services contract, and on and off-street parking facilities.
11. Assist in the procurement of the highest possible quality of service provision and work, and the monitoring of delivery.
12. Actively promote effective and professional liaison with other authorities, public bodies, other Council services and contractors, and to attend meetings on behalf of the team. Liaise with other council officers, the Police, Transport for London staff and other local authorities regarding parking and traffic appeals and other related matters.
13. Take an active and committed role in the general activities of the team and actively promote the unit's activities whenever possible.

SO1, in addition to the above:

14. To possess and keep up to date an expert knowledge of parking and traffic statutory processes, particularly in respect of processing representations and appeals.
15. To assist the management team in the supervision of the Notice Processing operation and deputise for the ETA Liaison Officer, Debt Recovery Officer and Quality Assurance Officer where required.
16. To participate in the delivery of training on policy, process or legislation to new and existing members of staff including officers at Sc6 and apprentices.
17. Assist in the development of new or temporary staff; and provide guidance, support and advice to Sc6 officers on parking and traffic enforcement issues
18. Support the Notice Processing Manager as part of ongoing projects, particular those aimed at identifying and implementing opportunities for service improvements and efficiencies.
19. Liaise directly with Enforcement Agents and customers in cases where multiple Parking and Traffic debts have been identified to ensure that a reasonable outcome is reached by balancing the Council's legal obligation to manage the Road Network against a customer focused approach.
20. 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.
21. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
22. Undertake any other duties commensurate with the general level of responsibility of this post.
23. 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.
24. We are committed to an inclusive workplace where everyone is treated with dignity, respect, and fairness. All employees are expected to promote equality, diversity, and inclusion, and candidates may be assessed on their ability to contribute to an inclusive working environment.
25. Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

- Possess an in-depth and current knowledge of all decriminalised parking and moving traffic legislative controls and enforcement requirements and processes.
- Possess a high standard of numeracy, literacy and grammatical accuracy.

SO1, in addition to the above:

- A relevant qualification in parking Notice Processing: either WAMITAB Level 3 in Notice Processing, or City & Guilds Level 3 in Notice Processing. Required to qualify for the higher grade.

Experience

- Previous experience of processing high volumes of correspondence.
- Experience of processing parking or traffic representations and appeals.
- Experience of meeting targets for both qualitative and quantitative performance.

Skills and Abilities

- Proven ability to assess formal parking or moving traffic representations, make case decisions and explain the basis for that decision.
- Possess the necessary interpersonal skills to handle disagreement and conflict (affecting you or other colleagues), constructively, professionally and safely.
- Proven ability to reflect and espouse the organisation's values through personal actions and behaviors, e.g. a good record of work attendance, appropriate attire, and professional approach.
- Possess a clear personal commitment to the customer care and an understanding of the relevance to the post.

Possess a clear personal commitment to tolerance, equal opportunities 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 effectively communicate, verbally and in plain writing, using reasoned and evidence-based arguments, with organisations and people from different backgrounds with different levels of knowledge and understanding.
- 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.
- Proven ability to establish and maintain a cooperative and team-based approach.

Section missing – Please review

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs