Notice Processing Officer (Challenges)

Reports to:	Notice Processing Manager		
Department:	Healthy Streets and Parking	**Grade:**	Scale 5
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 Notice Processing Officer is responsible for reviewing and responding to challenges 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 Notice Processing Officer must ensure that all responses are accurate, fair, professional, and issued within statutory timescales.

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. Provide advice and information to a wide range of customers in respect of parking legislation, related regulations and council policies.

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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 enquiries.

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. 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.

15. 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.

16. 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.

17. Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

- Relevant working experience in a parking department, processing informal 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.

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.

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.

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