

Job Description



Job Title: Correspondence and appeals officer	Service Area: Parking Service	
Directorate: Environment and Sustainable Transport	Post Number: FROM TRENT	Evaluation Number: FROM HRMI SYSTEM
Grade: SC6	Date last updated: MONTH AND YEAR	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

To provide effective and efficient customer support and service, within the Parking Service, with specific reference to the consideration of and response to written enquiries, representations, appeals or statutory declarations received from members of the public in relation to Penalty Charge Notices.

Job Context

The post holder reports to the Customer Relations Team Leader

1. The post holder has line none management responsibility up to
2. The post holder has no budget responsibility.
3. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and

employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To provide effective, efficient and high quality customer care service to members of the public.
2. To consider objections to parking and moving traffic enforcement action in accordance with the relevant legislation, regulations, traffic orders, the ALG Code of Practice and Newham's policies on parking. Consideration of such objections shall require using judgement to make decision on continued enforcement, including assessment of any mitigating factors.
3. To control and respond to correspondence in a timely manner, ensuring that both council and legislative deadlines are met.
4. To understand and implement the various sections of all relevant parking legislation and Council policy, and to maintain a working knowledge of these.
5. To assist with local IT applications, such as Excel, Word and parking-specific systems.
 6. Interface directly with external and internal customers to manage delivery priorities, issues and challenges
7. To assist with the compilation of statistics ensuring that they are available for management as and when required.
 8. Promote and adopt new ways of working according to need to ensure consistently high quality, cost effective and timely service delivery, being adaptable in response to unplanned priorities
9. To undertake training as may be required, to ensure that current parking policies are understood and legislative or policy changes are anticipated.
10. To provide customers with accurate information on parking policies, explaining decisions made and the impact of any legislation, regulations or traffic orders in a clear and simple manner, ensuring that all correspondence is compiled in accordance with best practice and in an empathetic Plain English style, where the correspondent is made to feel their concerns or complaints have been properly considered.
11. To prepare case summaries and evidence for appeal hearings and to attend personal appeals sessions at the Environment and Traffic Appeals Service, or at local or County Courts to represent the council and present the council's case as may be directed by line management.
12. To liaise with legal services, to determine case law and precedent as may be applicable to each appeal or statutory declaration filed, and to attend court and provide evidence when required.
13. To deal with complex or difficult telephone or face to face enquiries on all aspects of Parking Control and to comply with Council's Telephone Code of Practice.
14. To authorise the cancellation of penalty charge notices and to initiate refunds of payments on penalty charge notices and clamp and removal cases in appropriate circumstances, in accordance with the relevant legislation, traffic orders, regulations and the formal cancellation policy document, and in accordance with the stipulated timescales.

15. To ensure that all faults, difficulties and failures in computer hardware are promptly reported to appropriate support service and that remedial action is progressed.
16. To identify potential areas of abuses in respect of parking matters and to ensure that preventative systems are in place to prevent losses to the Council, including liaison with other authorities and the Metropolitan Police.
17. To provide the highest level of customer care, ensuring that enquiries / representations from the public are dealt with helpfully, courteously and efficiently.
18. To ensure that cases that require site visits are dealt with in a timely fashion, and that personal site checks are carried out where appropriate.
19. To carry out training and mentoring of new or agency staff, including work allocation and quality checking as may be necessary.
20. To undertake project work such as reconciling invoices sent by service providers, providing a dedicated point of contact for customers, uploading batches of work to the parking system for allocation, dealing with and making a decision on applications for permit refunds and liaising with service providers to deal with exceptions.
21. To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
22. To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
23. To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
24. Ensure all the services within the area(s) of responsibility are provided in accordance with the Council's commitment to high quality service provision to users.
25. Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
26. Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.
27. Due to the sensitive nature of parking policies and their perception in the eyes of the public, all staff employed within the Council as a whole, and the Parking group in particular, are required to be especially judicious in their own parking practices.
28. Members of staff in the Parking Service are expected to treat all enforcement and appeal cases on an equitable basis
29. To undertake other duties commensurate to the grade of the post.

Personal Specification

Job Title: Correspondence and appeals officer	Service Area: Parking Service	
Directorate: Environment and Sustainable Transport	Post Number: FROM TRENT	Evaluation Number: FROM HRMI SYSTEM
Grade: Scale 6	Date last updated: MONTH AND YEAR	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p> <p>PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>	
<p>KNOWLEDGE: Knowledge of council practices</p>	Application Form / Interview
<p>EXPERIENCE: Experience of constructing and presenting persuasive cases in writing and in person.</p>	Application Form / Interview
<p>SKILLS AND ABILITIES: The ability to deal efficiently with large volumes of correspondence without compromising on the quality of the response.</p>	Application Form / Interview

<p>The ability to investigate complex cases quickly and come to a clear justifiable decision.</p> <p>The ability to demonstrate an understanding of the need for controlled parking policies and related criminal and civil law.</p> <p>The ability to work as a part of a team and to demonstrate why this is essential.</p> <p>The ability to demonstrate an awareness of the need for a positive image of the section and the ability to promote such an image.</p> <p>The ability to work within and promote the environmental and sustainability policies and practices of the Council.</p>	<p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Ability to;</p> <ul style="list-style-type: none"> • Act with integrity • Communicate openly and transparently • Take responsibility if things go • Treat people fairly and consistently • Include everyone in our diverse community • Stand up to injustice and discrimination • Work hard to make Newham better for everyone • Think creatively to find new solutions • Committed to learning and improving • Treat people with courtesy and compassion • Welcome other people's ideas and perspectives • Consider how our behaviour impacts on • Have a one council, one team, approach • Collaborate and coproduce to achieve results • Trust, appreciate, and constructively challenge each other 	<p>Application Form/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p> <p>Some of the duties undertaken by this post will require the post holder to have a full current driving licence, and be willing to drive a Council vehicle after completing a Council driving test.</p> <p>This post is subject to a [standard/enhanced] DBS check.</p> <p>This post is exempt from The Rehabilitation of Offenders Act (1974).</p>	<p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Satisfactory clearance at conditional offer stage</p> <p>Application Form</p>