

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Permit Officer – Parking	Grade: Sc4 – SO1
Section: Parking Service	Directorate: Finance
Responsible to following manager: Permit Team Leader – Parking	Responsible for following staff: n/a
Post Number/s:	Last review date: April 2016

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

- To process parking permit applications made by residents and businesses of the borough within agreed turnaround periods and whilst protecting the integrity of scheme.

Specific Duties and Responsibilities

- To ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.
- To advise and support managers on relevant matters affecting the service.
- To contribute as required to performance review and improvement measures on an ongoing basis, helping to ensure that a customer focus is embedded within the function and innovative and creative solutions are evaluated to securing the highest quality and value for money function.
- To contribute as required to change programmes within the service.

Scale 4

- To receive and process applications in respect of the Parking Permit Schemes including contacting service users or other relevant third parties.
- To ensure professional conduct is maintained and adjusted to accommodate the varied needs of the customer base.
- Assist with the compilation of statistics and the production of reports by the team for management as and when required.
- Identify potential areas of non-compliance/abuse in respect of permit applications and ensure preventative systems are in place to prevent losses to the Council, including liaison with other sections.
- To run end of day financial reports for reconciliation.

Additional duties Scale 5

- To undertake project and support work.
- Investigates letters concerning refusals received from members of the public.
- Provide technical advice to members of the public and customer services staff in matters relating to Parking Permit functions.

- Assists in advising junior team members in all procedures relating to Parking Permits.
- Data cleanse permit renewal data to adhere to audit requirements for auto renewal processes.

Additional duties Scale 6

- Maintains stock control, stock orders and stock delivery.
- Processes more complex permit applications and rejected applications.
- To assist with the timely and accurate response to all Freedom of Information requests within prescribed deadlines.
- To be actively involved in project and support work.

Additional duties SO1

- To investigate and prepare answers and responses to all letters to the Parking Service from Members of the Council/Parliament, Chief Executive, Executive Director of Finance, Director of Revenue Services, Assistant Director of Parking Compliance and Rent Collection and other correspondence with political and public relations implications as directed.
- To make recommendations for changes to service practices through the identification of service improvements through the complaints procedure.
- To act as deputy Permits Team Leader as required.
- To provide supervision as required to assigned staff and take responsibility for the allocation and checking of work by staff.

Generic Duties and Responsibilities

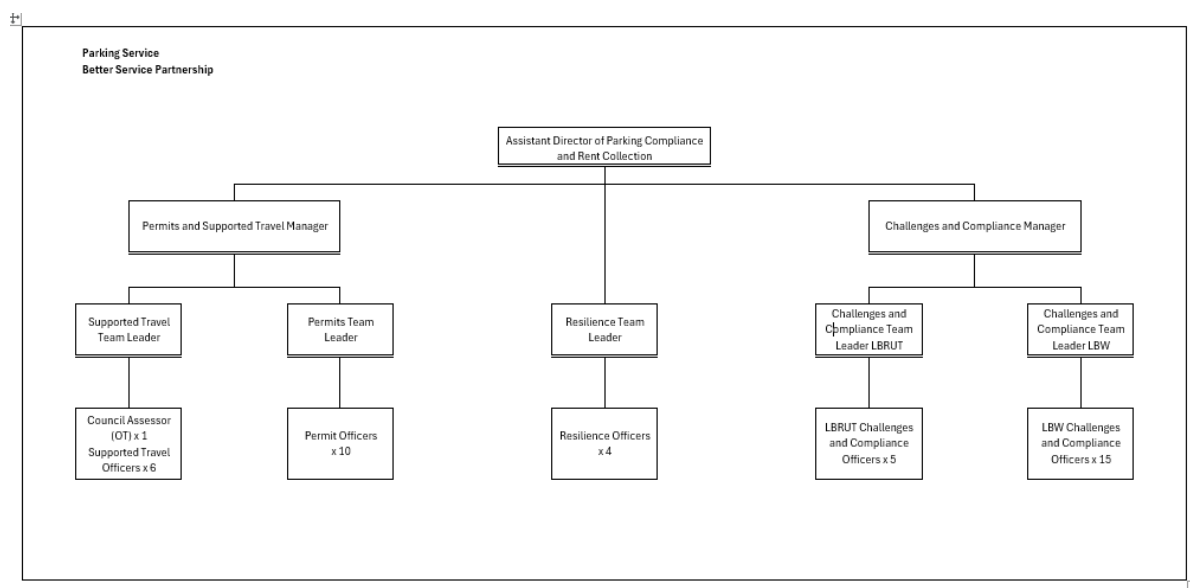
- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems

- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

- This role oversees the assessment and issue of Parking Permit applications for the various parking schemes across both Boroughs. The role will operate differing local policies.
- Administrative support is to be provided to the Assistant Director of Parking Compliance and Rent Collection, Permits and Supported Travel Manager and Permits Team Leader to ensure that an efficient, effective and high quality customer service is provided to members of the public and external bodies.

Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

https://www.richmond.gov.uk/media/afbdeao/five_values.pdf

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of parking permit schemes	✓		A/I
Knowledge of application processes		✓	A/I
Understanding of digital enhancement/improvement		✓	A/I
Experience	Essential	Desirable	Assessed
Evidence of working in changing circumstances	✓		A/I
Experience of managing workloads with successful outcomes	✓		A/I
Evidence of investigation and resolution		✓	A/I

Experience of working in accordance with internal policies	✓		A/I
Skills	Essential	Desirable	Assessed
Effective communication skills, both orally and written	✓		A/I/T
Demonstrate the ability to learn and undertake personal development	✓		A/I
Basic knowledge of and ability to use standard IT packages	✓		A/I
The ability to demonstrate attention to detail	✓		A/I/T
Ability to organise and prioritise own workload, within defined requirements for the role	✓		A/I
Qualifications	Essential	Desirable	Assessed

A – Application form / CV

I – Interview

T – Test

C - Certificate