**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** Challenges & Compliance Officer - Parking | **Grade**: Scale 4-SO1 |
| **Section:** Revenue Services | **Directorate:** Resources |
| **Responsible to following manager:**Challenges & Compliance Team Leader - Parking | **Responsible for following staff:**N/A |
| **Post Number/s:** | **Last review date:** April 2016 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

* To process all statutory correspondence relating to the issue of Penalty Charge Notices in accordance with associated legislations and operational guidance, whilst ensuring that any debt owed is reduced and reconciled in accordance with audit requirements.

**Specific Duties and Responsibilities**

1. 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.
2. To advise and support managers on relevant matters affecting the service.
3. 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.
4. To contribute as required to change programmes within the service.

***Additional duties: Scale 4***

* To deal with written enquiries / representations / complaints received from members of the public in relation to penalty charge notices ensuring the parking system is updated to reflect the outcome.
* Assists in investigations in respect of all Compliance matters, including liaison with the Enforcement Agent(s), DVLA, Police, Pound contractor(s) and authorised enforcement contractor(s) as directed.
* Produces statutory documentation and ensures that the documentation is sent out within established timescales.
* Assists with the day to day enquiries on appeals, court registrations, warrants and Enforcement Agency activities. Liaises with London Tribunals, Enforcement Agency(s) and Traffic Enforcement Centre regarding appellants/debtors.
* Receives and checks payments received from all payment streams for accurate reconciliation and financial reporting. Processes all refunds, cost awards and repayments.

***Additional duties: Scale 5***

* Assists with the preparation of Environment & Traffic Appeal tribunal evidence packs and in the preparation of legal documentation for court proceedings/Witness Statements/Statutory Declaration/N244’s.
* Assists in advising junior team members in all procedures relating to representations, compliance matters and financial reconciliation.
* Carries out detailed investigations and takes appropriate action to trace and notify vehicle owners of outstanding debt.
* Ensures that the end of day reports are produced and reconciled and investigates payment related problems, including returned cheques and charge backs.
* Identify potential areas of non-compliance/abuse in respect of parking/traffic matters and ensure preventative systems are in place to prevent losses to the Council, including liaison with other sections.

***Additional duties: Scale 6***

* Authorise cancellation of penalty charge notices within and outside established guidelines. As appropriate recommends write-offs of Penalty Charge Notices within established guidelines and for Enforcement Agencies returns. Responsible for preparing write-off lists to be presented to the Director of Resources.
* Quality checks non-standard correspondence and representations prepared by junior team members.
* Responsible for the preparation of evidence appeal submission packs to the Environment & Traffic Appeals Service and presents verbal evidence on behalf of the Council at personal hearings.
* Responsible for authorising tracing action and monitoring outcomes.
* Ensures that all payments are received, banked and accounted for within procedural timescales, inclusive of Enforcement Agent(s) payments files ensuring they are reconciled against BACS received.

***Additional duties: SO1***

* Co-ordinates and/or drafts responses to complaints received by Parking Services Division in relation to parking & traffic matters.
* Investigates and prepares answers and responses to all letters from Members of the Council/Parliament, Chief Executive, Director of Resources, Assistant Director of  Resources & Head of Parking Services and other correspondence with political and public relations implications as directed.
* Makes recommendations for changes to service practices through the identification of service improvements through the complaints procedure.
* Acts as deputy Challenges and Compliance Team Leader as required.
* Provides supervision as required to assigned staff and takes responsibility for the allocation and checking of work by staff.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, 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 role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

* The post holder must have an understanding of the statutory process for Penalty Charge Notices issued for parking & traffic contraventions under the Traffic Management Act 2004, London Local Authorities Act 1996, 2000, 2003 & associated legislation.
* Audit requirements and internal policies must be observed and adhered to in the processing of all correspondence, compliance matters and financial areas of responsibility.
* Administrative support is to be provided to the Head of Parking Services, Challenges and Compliance Manager and Challenges and Compliance Team Leader to ensure that an efficient, effective and high quality customer service is provided to members of the public.

**Team Structure**

For the current structure please go to The Loop.

**Person Specification**

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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by** **A**  **&**  **I/ T/ C (see below for explanation)** |
| **Knowledge**  |
| Knowledge of statutory processes outlined by Parking & Traffic legislations | A/I |
| Knowledge of statutory functions of London Tribunals (ETA) and Traffic Enforcement Centre (TEC) | A/I |
| Understanding of audit requirements for financial reconciliation | A/I |
| **Experience**  |
| 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**  |
| Effective communication skills, both orally and written | A/I |
| Demonstrates the ability to learn and undertake personal development  | A/I |
| Basic knowledge of and ability to use standard IT packages | A/I/T |
| Ability to demonstrate attention to detail | A/I |
| Ability to organise and prioritise own workload, within defined requirements for the role | A/I |
| **Qualifications**  |
| N/A |  |

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**