

## Evidence required to progress through the Framework: PARKING PROCESSING

| PARKING PROCESSING APPEALS OFFICER                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                           |
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| EVIDENCE FOR PROGRESSION TO LEVEL 2A                                                                                                                                                                            | EVIDENCE FOR PROGRESSION TO LEVEL 2B                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | EVIDENCE FOR PROGRESSION TO LEVEL 2C                                                                                                                                                                                                                                                                      |
| <u>Qualifications:</u> <ul style="list-style-type: none"> <li>Provide original certificates / work experience competencies at interview stage</li> </ul>                                                        | <u>Qualifications:</u> <ul style="list-style-type: none"> <li>Certification evidence required of training undertaken.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <u>Qualifications:</u> <ul style="list-style-type: none"> <li>Certification evidence required</li> </ul>                                                                                                                                                                                                  |
| <u>Knowledge:</u> <ul style="list-style-type: none"> <li>Demonstrate at interview stage via questions and answers</li> </ul>                                                                                    | <u>Knowledge:</u> <ul style="list-style-type: none"> <li>Provide evidence of a minimum of 3 letters/evidence where a difficult decision was made based on the set criteria.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                           | <u>Knowledge:</u> <ul style="list-style-type: none"> <li>Evidence by quoting Traffic Management Act in written response. An example of 3 correspondences to evidence this, email, letter or telephone calls.</li> </ul>                                                                                   |
| <u>Experience:</u> <ul style="list-style-type: none"> <li>Evidenced on job application and at interview via scenario-based questions</li> <li>Use of references to evidence previous work experience</li> </ul> | <u>Experience:</u> <ul style="list-style-type: none"> <li>Evidence via 1:1 that you are trained in all aspects of a Parking Processing Appeal Officer role. Provide written evidence to show you can deal with a permit, DLVA, an appeal including all types, Charge Certificates, NoR, and Enforcement Agents.</li> <li>Evidence via 1:1 how you keep up to date with your workloads and daily set tasks including allocated targets, including what tools you use to do so.</li> <li>Demonstrable experience in the service including consistent performance at Level 2A for a minimum of 18 months</li> </ul> | <u>Experience:</u> <ul style="list-style-type: none"> <li>Written evidence with a minimum of 3 examples to show how you have made a decision alone and meet deadlines.</li> <li>Demonstrable experience in the service including consistent performance at Level 2B for a minimum of 18 months</li> </ul> |
| <u>Skills:</u> <ul style="list-style-type: none"> <li>Evidence at job application and/or competency test at interview</li> </ul>                                                                                | <u>Skills:</u> <ul style="list-style-type: none"> <li>Provide 3 written examples where you can demonstrate where you have worked to deadlines and conflicting demand.</li> <li>Evidence via 1:1 explaining tasks to others in the team or elsewhere, providing a minimum of 3 examples.</li> </ul>                                                                                                                                                                                                                                                                                                               | <u>Skills:</u> <ul style="list-style-type: none"> <li>Evidence via 1:1 3 examples of where you have worked independently and solved the query using your initiative.</li> <li>Evidence via 1:1 3 examples of where you have adapted to new ways of working in a Parking environment</li> </ul>            |