

Job Description

Job title	Parking Processing Appeals Officer
Directorate	PLACE : Regeneration, Community and Culture
Division	Transport & Parking Service
Range	MPR 2
Reports to	Parking Processing Manager

Main purpose of the job:

To assist in the provision of an efficient and effective parking enforcement system thereby contributing to the Medway's commitment to its community and environment.

To deal with correspondence, challenges, representations and appeals against parking enforcement activity, requiring exercise of judgement and discretion, and issue permits to residents and businesses within Medway. To assist with the smooth running of the parking processing team on a day to day basis, helping to create an environment and structure that provides excellent customer service.

Support the work of other processing staff during the periods of absence or high volumes of work to maintain the efficient provision of administrative services, and to deputise for the Parking Processing Senior when required.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

Providing accurate information to members of the public regarding parking enforcement, quoting legislation and policies when necessary.

Adhere to tight deadlines, ensuring good time management and attention to detail at all times, with accurate data input, cross referencing and processing documents.

Accurately record monetary transactions to ensure all transactions are accounted for and recorded to enabling an audit trail.

To interpret maps, plans and traffic management orders for the purposes of investigating appeals , answering enquires and challenges in relation to parking matters.

Handle and manage conflict and customer dissatisfaction inline with Council policy and standards

Assist in the efficient and effective processing of Penalty Charge Notices, and parking permits on a daily basis.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Parking Processing Senior.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at Gun Wharf, Chatham, although they may be expected to work at any location across Medway.



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Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

GCSE C (or equivalent) in English & Maths

Level B (in addition)

Evidence of qualification/training in Microsoft Office

Working towards City & Guilds in Notice Processing Level 2

Level C (in addition)

City & Guilds in Notice Processing level 2

Knowledge

Level A

Knowledge and ability to deal with difficult and aggressive customers

Level B (in addition)

Knowledge of the Legislation in relation to Parking Enforcement – Traffic Management Act 2004

Capable of decision making based on preset criteria

Level C (in addition)

Proven knowledge of the legislation in relation to Parking Enforcement – The Traffic Management Act 2004

Experience

Level A

Experience in dealing with written enquires from the public providing clear and concise written responses

Experience of providing a customer focused telephone enquiry advice and information line for the public

Experience of providing an administrative support service

Level B (in addition)

Ability to carry out a range of parking related tasks and understand the procedures associated with them including permits, DVLA, charge certificates etc.

Experience of working within a busy customer service environment

Level C (in addition)

Experience of skills to work alone making own decisions and meet deadlines without support.

Skills

Level A

Excellent ICT skills with the ability to demonstrate the application of these within a work context

Ability for precision in data entry

Ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences.

Ability to be polite and courteous when dealing with members of the public

Ability to handle and process cash/documentation relating to financial amounts accurately up to £1,000.

Ability to tolerate repetitive work

Level B (in addition)

Ability to deal with some work related pressure, for example from deadlines, interruptions or conflicting demands.

Ability to explain straightforward tasks to others relating to Parking.

Level C (in addition)

Ability to work within a defined procedures and to work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems.

Ability to use own judgment and creativity to assess situations, solve problems and adapt new ways of working in a Parking environment e.g. technological advancements



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