

Northumberland County Council
JOB DESCRIPTION

Post Title: Parking and Processing Assistant	Director/Service/Sector Parking Services, Sustainable Transport, Local Services		Office Use
Band: 4	Workplace: County Hall, Morpeth		JE ref: 2273 HRMS ref:
Responsible to: Performance & Processing Officer	Date: November 2011	Manager Level:	
Job Purpose: To assist in the effective and efficient administration and support service to the Council's parking enforcement operation within Northumberland.			
Resources	Staff	Advising customer services when dealing with the public and supporting and guiding CEO's with day to day issues and queries. The post holder(s) will be expected to assist with the training and support of new staff in parking systems and processes.	
	Finance	Responsibility for handling all daily incoming cheque payments for parking fines and permits (shared responsibility for up to £1000 per week), raising payments in respect of refunds for overpaid fines, raising orders for stationery and processing invoices/goods receiving	
	Physical	Shared responsibility for the day to day use of parking management systems where care, confidentiality, security and accuracy of data are very important (Parking Gateway/Response Master Systems – Approx 25,000 Penalty Charge Notices (PCN's) per annum resulting in more than 75,000 items of correspondence into the system and Permit Gateway System 10,000+ Permits per annum). Corporate systems – email, word processing and use of a PC and shared use of a scanner, printer and the radio enforcement system.	
	Clients	Members of the public, Civil Enforcement Officers (CEO's), internal colleagues in other services – Significant daily contact with difficult and irate customers challenging parking fines issued to them.	
Duties and key result areas: • Assist with the effective operation of the parking service, advising customers both internal and external of the service and on all matters relating to parking and the appeals process by telephone and in writing. • Daily operation of parking systems including the Parking Gateway (notice processing system), Response Master (appeals system) and Permit Gateway system (permit processing system) • Process Penalty Charge Notices (PCN's) in accordance with the Traffic Management Act 2004, Traffic Regulation Orders (TRO's) and relevant legislation. • Ensure that challenges, representations and appeals are dealt with efficiently, effectively and are impartial and completed within set time and quality guidelines. • Effectively operate and integrate several computerised IT packages to produce accurate reports, letter responses and legal documents. • Be fully conversant in all legislation relating to parking. • Investigate fully each National Parking Adjudication appeal form and prepare the Councils representations and represent the Council at Adjudication hearings externally as required. • Check through photographic evidence against PCN's and remove inappropriate or irrelevant photographs in accordance with procedures. • Collect and present information regarding debt registration to the Court Service, Traffic Enforcement Centre and bailiffs in order to pursue recovery of unpaid debts. • Operate communication systems to maintain daily contact with Civil Enforcement Officers and to assist in co-ordinating enforcement in response to issues. • Guide and advise CEO's on parking issues and queries.			

- Liaise with Bailiff Services in relation to debt recovery.
- Process permit applications within service deadlines and in accordance with procedures (check details and supporting evidence for eligibility, process applicant details through the permit gateway system, enter payment, print and despatch to customer).
- Record ticket machine income from cash counting information provided from ticket machine collections and cash counting by cashiers.
- Fully participate in the achievement of best practice and to contribute to the development of the service and its aim of providing a responsive and efficient service.
- Deal with general complaints, queries and correspondence of whatever nature, relating to the provision of the service on a daily basis.
- Liaise where necessary with departments, outside agencies, groups etc in relation to the delivery of the car parking service.
- Assist with the licence arrangements for trading from car parks including the preparation of correspondence and communication with the legal department.
- Assist with the arrangements for exhibitions, events and alternative use of car parks including the preparation of correspondence and instructions to the operational staff.
- Assist with financial transactions i.e. raising payments, processing invoices, recording cheques in payment of fines and permits and checking web payments.
- Arrange meetings, prepare agenda's and take minutes.
- Carry out general day to day administration duties as and when required including post, photocopying, filing, scanning, etc.
- Any other duties of a related nature, which might be allocated and required by the Parking Services Manager or Performance & Processing Officer.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:

Working patterns:

Working conditions:

The need to visit sites throughout the county on an occasional basis.

The need to attend occasional meetings outside normal working hours.

Daily direct contact with difficult, irate and unpleasant customers complaining about parking fines (abusive in nature and at times offensive)

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PERSON SPECIFICATION

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Essential	Desirable		Assess by
Knowledge and Qualifications			
• Good general standard of education including GCSEs at Grade C or above, or equivalent, in Maths and English or NVQ in Business Administration. • Knowledge of relevant legislation, regulations and Traffic Regulation Orders associated with traffic/parking matters. • Knowledge and understanding of good customer service practice • Willing to train towards and achieve relevant qualifications			(a)
Experience			
• Significant experience of clerical and administration procedures • Significant experience of IT and word processing systems • Experience of Notice Processing Systems • Experience of dealing with difficult and irate customers • Experience of working in a high pressure office environment with emphasis on accuracy and achieving deadlines • Experience of working in a customer focused environment			(a)
Skills and competencies			
• Ability to communicate effectively with individuals and groups at all levels, internal and external to the authority, both verbally and in writing. • Ability to deal with difficult customers and challenging situations in a confident and professional manner • Competent in the use of computer applications e.g. MS Office including Word, Excel and Outlook. • Ability to work under pressure to meet service demands whilst maintaining accuracy and speed when processing parking fines and permits • Ability to deal with problems and find solutions • Ability to organise and prioritise own workload to meet specified deadlines.			(a) & (i)

• Ability to work using own initiative and with minimal supervision. • Good organisational and planning skills. • Ability to prepare promotional material, signs, leaflets. • Ability to collate, analyse and interpret data from a variety of sources. • Ability to present information in a formal setting. • Ability to work as part of a team.		
Physical, mental and emotional demands		
• Daily direct contact with difficult, irate and unpleasant customers complaining about enforcement issues. • Ability to work under considerable pressure from deadlines, interruptions and conflicting demands. • Enthusiastic and motivated with a positive attitude. • Usually works in a seated position. Some standing, walking, stretching or lifting required.		(a) & (i)
Motivation		
• Dependable, reliable and keeps good time. • Models and encourages high standards of honesty, integrity, openness, and respect for others.		(a) & (i)
Other		
• Conscientious and flexible attitude to work.		(a) & (i)

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits