

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## Enforcement Investigation Officer

Transport & Highways, Place Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive.'

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

The Enforcement Investigation Officer works as part of a team to consider appeals against civil parking, bus lane and moving traffic contraventions. There is a requirement for high standards of accuracy and attention to detail and the officer must keep themselves abreast of all legislation and Regulations.

The officer must work to the appropriate legislation, standards of customer service and with correct regulation interpretation in respect of parking, bus lane and moving traffic offences policy relevant to the role.

## **Accountable to:**

This role is accountable to the Enforcement Team Leader and sits within the Traffic Enforcement Team, part of Transport & Highways in the Place Directorate in West Northamptonshire Council.

## **Responsibilities:**

1. Investigate and respond accurately and in accordance with the statutory timeframes, legislation and policies to challenges, representations and appeals against PCN's issued for a parking, bus lane or moving traffic offences.
2. To respond to all FOI's, complaints & enquiries from the public, members, senior management, internal staff, contractors and agencies (DVLA, Traffic Penalty Tribunal, Traffic Enforcement Centre, enforcement agents and Police) in accordance with policy.
3. Represent the Council at PCN Hearings at the Traffic Penalty Tribunal (telephone, video, postal or face to face Hearings). Responsible for the preparation of the evidence within statutory deadlines which must be appropriate and accurately reflects the case fully. Required to make on the spot judgement calls based on the evidence during the Hearings if requested by the Adjudicator such as cancellations based on Hearing evidence and/or acceptance of the discount amount.
4. To process permit applications in accordance with policy. Administer the back-office functions (permit mailbox, adhoc sampling of permit applications or permits held to determine eligibility, permit/blue badge abuse actions).
5. Administer and manage all daily/weekly/monthly office duties including but not limited to statutory notice serving, bus lane & moving traffic alert reviews, post opening, scanning, processing payments, system progressions, generic inboxes.
6. Processing and registering cases as traffic debts (statutory process) at the County Court and processing warrants of execution issued to enforcement agents. Process in-time and out of time applications for Witness Statements and Statutory Declarations and preparation of contesting applications where evidence exists to contradict the application.
7. To review and assess policies for civil parking, bus lane and moving traffic contraventions to ensure compliance to legislation and adjudication decisions and complete regular refresher training to maintain the required level of skills and professionalism to give the public a high quality, professional, efficient, timely and user-friendly service. Assist with the training and mentoring of all new staff in the role.

8. To support the management of budgets by processing PCN's within statutory timeframes, following policy, ensuring PCN and permit records/systems are accurate and stand up to audit inspections/scrutiny whilst maintaining customer service levels in line with policy, legislation and statutory regulations.
9. To maximise personal productivity (in accordance with statutory deadlines), minimise errors and manage our information efficiently and securely to reduce risk (e.g. data breaches), through effective use of Office 365, internal and external systems and applications (day to day Penalty Charge Notice software externally hosted).
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
11. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent verbal and written communication skills at all levels including the ability to deal with complaints and enquiries about parking, bus lane and moving traffic offences which can on occasion can be abusive – letter, email, telephone and face to face. Postholder needs to be able to demonstrate their ability to remain calm and professional under pressure and convey information both accurately and clearly.	Essential	A, I,
Ability to solve problems and demonstrate the ability to challenge current thinking and working practices.	Essential	A, I,
Ability to demonstrate a good awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.	Essential	A, I,
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, T, I,

<b>Knowledge:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Good/Proven knowledge of all Statutory Guidance, processes and necessary legislation for parking, bus lane and moving traffic contraventions; not limited to: Traffic Management Act 2004, Transport Act 2000 and The Road Traffic Act 1991.	Desirable	A, I,

<b>Relevant experience:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Customer Service experience with experience of working to customer protocols or procedures including face to face, over the telephone and in writing including irate customers	Essential	A, I,
Previous experience of working in a parking, bus lane and/or moving traffic enforcement environment.	Essential	A, I,
Ability and commitment to the team approach, exchanging ideas and providing support to colleagues.	Essential	A, I,
Experience in working within a policy framework and assisting with the setting up of new processes/procedures whenever the legislation/Statutory Guidance dictates a change.	Desirable	A, I,
Experience of working in a challenging working environment and working to statutory guidelines, objectives and demanding/statutory deadlines.	Essential	A, I,
Experience in reading and retaining detailed legislation, Statutory Guidance and Council Policies and Procedures and making decisions on challenges, representations and appeals consistently in accordance with the above.	Essential	A, I,
Experience in using Imperial's 3Sixty and PermitSmart software	Desirable	A, I,

<b>Education, training and work qualifications:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Minimum 5 GCSEs at Grade 5 and above including English Language	Essential	A
NVQ Level 3 in Customer Service or equivalent	Essential	A

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

## Day-to-day in the role:

<b>Hours:</b>	37	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	Regulatory and Technical	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	RT4 - £28,716 - £30,251	<b>Budget responsibility:</b>	No
<b>People management responsibility:</b>	No		

### Working conditions & how we work:

The work involves regular attendance sometimes at short notice in One Angel Square to cover office based duties including telephones. Applicants are advised that the team receives regular irate calls that you will be required to support. With tight statutory deadlines, it is a fast-moving service.

This role has been identified as a part-flexible worker type, this means that you may be able to work from other work locations and when not working from an office you may be working remotely for up to 3 days a week (including from home).

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

