



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title: Processing Officer

Grade: Band 2 (NNCBAND02)

Reports to: Senior Processing Officer

Responsible for: No reports

Directorate and Service area: Place and Economy Assets and Environment

Purpose of the job (why the job exists)

1. To provide an efficient and effective processing service ensuring the best customer care practices are adopted. Dealing with customer enquiries on a wide range of parking issues including permit parking, debt recovery and general enforcement matters. In particular the post holder is responsible for responding to challenges, representations and appeals against Penalty Charge Notices (PCNs) for parking and moving traffic contraventions, the preparation of case packs for the Traffic Penalty Tribunal (TPT) and liaising with enforcement agents in relation to the recovery of debt.

Principal responsibilities

1. Investigate and respond accurately to challenges, representations and appeals within the legislative framework and in accordance with the statutory processes, ensuring that the PCN is issued correctly according to current legislation and Council policy, Traffic Regulation Orders and evidence collected.
2. Reviewing contraventions using appropriate software systems for moving traffic enforcement and the processing of Notices resulting from this.
3. To provide verbal and written advice, guidance and assistance to customers in respect of: parking and moving traffic regulations, permit applications, the statutory processes and enforcement agent activity. Ensuring compliance with the Traffic Management Act (TMA) 2004, associated legislation and Council policies.
4. Process permit applications and parking suspension and waiver applications, determining eligibility and entitlement according to the permit scheme rules and Council policy, dealing with any fraudulent applications.
5. Request in writing additional information and evidence to support the claims of either party in relation to challenges, representations and appeals. Interrogating systems and referring to legislation and Council policy as when required.
6. Represent the Council at the Traffic Penalty Tribunal in preparation and presentation of cases to the Parking Adjudicator. Present written and verbal information in a clear and succinct manner, scrutinising case details to ensure it is in line with the statutory process, case law and legislation.
7. Assist in the monitoring of payment processing procedures including transaction claims of charge back by credit card companies and bounced cheques.
8. Liaise with external agencies such as the Traffic Penalty Tribunal, Enforcement Agencies, DVLA and Police in relation to parking and moving traffic enforcement.

9. Assist with office cover, training and mentoring of new staff.
10. Deal with printing and postage within the Team
11. Assist in the monitoring of debt recovery procedures. This includes pre-debt registration checks with the Enforcement Agents, registering of debts at the County Court and processing warrants of execution issued to Enforcement agents.
12. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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.

Special features of the post

Nil

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	GCSEs at grade 4, or equivalent, including English and Maths Requirement to complete Level 3 Notice Processing(QCF) within 6 months of employment	Level 3 Notice Processing(QCF) Experience of working in a local authority environment Experience of working in enforcement using PCNs.
Experience and Knowledge	Experience of Customer Service - face to face, over the telephone and in writing. Excellent verbal and written communication skills, including plain English Problem solving skills, tenacity and a positive attitude Experience of working in a challenging office environment and working to objectives and demanding deadlines. Experience of managing workloads to meet statutory deadlines	A good knowledge of the Traffic Management Act 2004 and associated legislation, Moving traffic enforcement, processing appeals and court activity Experience of enforcement using PCN systems.
Ability and Skills	Ability to use ICT / database systems Ability to prioritise own workload and be able to work to tight deadlines Ability to solve problems and demonstrate the ability to challenge current thinking and working practices	Trained and competent in the more complex areas of work such as preparing case files for the adjudication service and dealing with enforcement agent enquiries.

Attributes	Essential criteria	Desirable criteria
	<p>Ability to present key issues in a persuasive and balanced manner, influencing opinion and resolving deadlocked situations</p> <p>Ability and commitment to securing the best possible service and outcome for Customers</p> <p>Ability and commitment to the team approach, exchanging ideas and providing support to colleagues</p> <p>Ability to convey information clearly and accurately in writing and verbally to a wide range of recipients.</p> <p>Ability to deal with complaints and enquiries about parking and moving traffic contraventions, which on occasions the post holder may be subject to verbal abuse from customers during the course of their duties</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors		