



ADUR & WORTHING
COUNCILS

Job Description

Authority:	ADC / WBC
Directorate:	Digital & Resources
Section:	Parking Services
Post Title:	Parking Officer
Post Number:	TS. 130 and TS. 216 (10544/3321)
Accountable to:	Parking Services Manager
Management responsibility for:	None
Authority to liaise with:	Internal / External
Meetings attended on a regular basis:	Team meetings monthly, regular meetings with the contractor and WSCC, meetings with local business groups, TPT User Group meetings, and any meetings for the Parking Services Manager as required in their absence (including public events)
Work style	Fixed / Flexible / Mobile

Principal purpose of job (role summary)

This is a multi-disciplinary role which includes responsibility for the processing of Penalty Charge Notice Appeals from informal appeals through to dealing with cases which are escalated up to Tribunal stage and those which have reached the enforcement agents.

The role involves analysing and reporting on performance and supporting the Parking Services Manager in managing contracts within the service.

Main duties, tasks and responsibilities of post holder

Managing the Parking Enforcement Processes

1. Process the first and second stage PCN challenges and representation process ensuring consistency, equality and fairness in line with legislation and policies and procedures.
2. Maintain accurate records of PCN appeals and monitor contractor operations of all contraventions and address any potential Civil Enforcement Officer errors.
3. Process and monitor any agreed payment plans for recipients of PCNs, ensuring that all plans are in accordance with the written policy.
4. Go on site visits, for appeals where sight of the contravention location may assist in making an informed decision on an appeal.
5. Prepare evidence packs and to send to the Traffic Penalty Tribunal. To participate in telephone hearings and attend personal hearings with TPT as required.
6. Process all Witness Statements, oppose Out of Time Witness Statements and N244 applications received accordingly and act upon the Court's instructions accordingly.
7. Ensure that all work undertaken by the Parking Services Team is in line with the agency agreement requirements for WSCC.
8. Ensure that all work undertaken by the Contractor is in line with the requirements of the contract with WBC / ADC and relevant legislation.
9. Customer focussed and deal tactfully with a broad range of technical and non technical telephone enquiries, face to face enquiries and written correspondence, including complaints, from the general public, elected Members officers and other stakeholders.
10. Carry out audits and compliance inspections with the contractor to ensure compliance of the contractors is at an acceptable level, and to ensure lines and signs comply with the Traffic Regulation Orders, and feedback the results to the Parking Services Manager or the contractor for the appropriate action.

Service Improvement

11. Keep abreast of best practice and legislation in the parking industry to inform future service development locally.
12. Assist the Parking Services Manager in analysing service/ contract performance data producing performance reports.
13. Attend formal progress meetings with contractors alongside the Parking Services Manager as required.
14. Undertake and/or participate in service improvement projects including

research, data analysis and project planning and delivery.

Other Duties

15. Provide adequate cover for any other Parking Officer in their absence in order to ensure all duties are sufficiently dealt with in accordance with legislation and requirements.
16. Provide appeals and policies training to new members of the Team and contractors as requested by the Parking Services Manager.
17. Carry out a share of any administrative functions within the team.
18. Actively participate in review of own training needs, performance, workload and personal development.
19. To be responsible for maintaining the Team's information and relevant pages of the Councils' websites.
20. Monitor and supervise the service delivery of the IT system for first and second stage appeals and to report to the Parking Services Manager any faults.
21. Undertake all duties in accordance with Council policies, in particular those relating to Customer Care and Equal Opportunities.
22. Undertake such other duties as may reasonably be allocated to the post holder, which may involve providing assistance in any section of the department as may be required from time to time.
23. Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the post holder as a result of legislation, codes of practice or Council policies.
24. Promote the service and Council positively at all times.

The post holder will be required to undertake such other duties as may be required within the grade and competence of the postholder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Job Description agreed by:

Post holder: <i>(print name)</i>	
Signature:	
Date:	
Line Manager: <i>(print name)</i>	Jason Passfield
Signature:	
Date:	
Executive Head of Service: <i>(print name)</i>	Jan Jonker
Signature:	
Date:	



**ADUR & WORTHING
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Person Specification

Authority:	ADC / WBC
Directorate:	Digital & Resources
Section:	Parking Services
Post Title:	Parking Officer
Post Number:	TS. 130 and TS. 216
Accountable to:	Parking Services Manager
Management responsibility for:	None
Authority to liaise with:	Staff and members of Adur District Council, Worthing Borough Council and other local authorities and public bodies. Contractors, consultants and members of the public.

Area	Requirements	
	Essential	Desirable
Qualifications		
Professional Registration (where applicable)	<ul style="list-style-type: none"> • ECDL or equivalent computing qualification. • 5 GCSEs grade A-C, including Maths and English. 	City and Guilds/WAMITAB Level 2 or 3 in Parking or willing to work towards.
Knowledge & Experience		

(e.g. Technical, Administrative, Managerial – use one or more categories as/where appropriate)	<ul style="list-style-type: none"> • Previous experience of working in a customer facing service. • Previous experience with working in an enforcement environment. • Excellent organisational skills with an aptitude for multi-tasking • Confident verbal & written communication skills • A strong administrative capability with a professional demeanour • Excellent attention to detail • Able to work in a small fast-paced and hard working team. • Self motivated • Strong and demonstrable IT skills 	<ul style="list-style-type: none"> • Local authority background. • Experience of maintaining websites. • Experience of contract management.
Skills		
Communication/ relationship	<ul style="list-style-type: none"> • Ability to communicate tactfully and effectively with the public and deal with difficult or confrontational situations. • Ability to work as a team member. • Demonstrate an aptitude and commitment to dealing with the public. • High level verbal & written communication skills. 	

Analytical/ judgmental	<ul style="list-style-type: none"> • Observant and accurate recording information. • Numeric and literate. • Ability to analyse and interpret service data 	<ul style="list-style-type: none"> • Ability to analyse and interpret legislation / complex information and apply this to role / decisions on appeals. • Good understanding of contract and performance management
Planning/ organisational	<ul style="list-style-type: none"> • Ability to organise personal workload and contractors. • Ability to think ahead and plan accordingly. 	
IT	<ul style="list-style-type: none"> • Experience of Microsoft Office packages 	<ul style="list-style-type: none"> • Experience of, and ability to use, Si-Dem and relevant parking software.
Physical		
Abilities		
Physical	None	
Mental	Fair and honest but with excellent common sense and a practical 'can do' approach. Able to work under pressure and deal with complainants.	
Emotional	Calm and well balanced, self motivated and determined.	
Working conditions / Style	Office based.	Full, clean driving licence
Other:		
<ul style="list-style-type: none"> • In the event of a major incident or disaster, Adur & Worthing Councils is required to provide the necessary organisation, co-ordination and supply of resources to support the local key emergency services. To ensure that the Council is fully prepared, as an employee, you may be required to provide assistance in whatever capacity necessary and participate in any training exercises that are mounted. 		

Person Specification agreed by:

Post holder: <i>(print name)</i>	
Signature:	
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Line Manager: <i>(print name)</i>	Jason Passfield
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Date:	
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