

Post Specification

Post Specification - Key Information

- **Post Title: Parking Services Officer**
- **Date: March 2025**
- **Post Group Number: 6758**
- **Job Family:**
- **Job Family Role Profile: BS6**
- **Final Grade: 7**

To be read in conjunction with the job family role profile.

Service Area Description

Parking Services - Parking Services promotes improved road safety and traffic movement by managing permit schemes and the Council's on and off-street parking areas and enforcing Traffic Regulation Orders across Westmorland And Furness to the benefits of the local economy and communities.

Purpose of this Post

To assist the Team Leader to deliver a high quality service that meets the customer needs both internal and external whilst optimising technology and improved processes to deliver an excellent customer experience.

Key Job Specific Accountabilities

1. Effectively use the Council's parking and enforcement IT systems to process all relevant Penalty Charge Notice correspondence, statutory notices and forms in accordance with civil parking enforcement legislation.
2. Process payments for Penalty Charge Notices, and update the Council's financial systems. Deposit cheque and cash payments as instructed by the Parking Appeals Team Leader.
3. Respond to all Penalty Charge Notice formal representations within the statutory timescale. Produce case packs and other evidence for Traffic Penalty Tribunal hearings including liaising with Civil Enforcement Officers, Parking Team Leaders, Highways teams and Legal Services. Upload evidence to the Tribunal's case management system. Represent the Service at Tribunal hearings, where required, including attendance for personal and telephone adjudications with appellants and the Tribunal lawyers.
4. Process parking permit applications in accordance with agreed policies and timescales, in an efficient and timely manner.
5. Answer all service-related queries and enquiries by telephone, letter, e-mail and in person including contact from customers, Council colleagues, Members and other stakeholders.
6. Dealing with / responding to complaints, FOIs, MP enquiries, as well as less formal individual, community and press queries.
7. Liaise with all Service colleagues regarding complaints, queries and operational activities.
8. Undertake such tasks as appropriate to the grade and nature of the post as may from time to time be assigned by the Parking Appeals Team Leader, Parking Team Leader

Key Facts and Figures of the Post

- **Budget Responsibilities:** (Process payments for Penalty charge Notices and parking permits)
- **Staff Management Responsibilities:** (Training and supervision of staff when required)
- **Other:** (Any other relevant facts and figures)

Essential Criteria

- Knowledge in the use of computers and other ICT equipment and basic keyboard skills.
- Knowledge of procedures, policies and legislation associated with Parking Services.
- Experience in all aspects of Parking Service administration.
- Experience in dealing with members of the public and clients in person, in writing and via the phone.
- Good understanding of customer care standards and procedures.
- Previous relevant experience of enforcement and dealing with customer enquiries.
- Able to produce reports and clear concise notes with legible handwriting.
- Ability and willingness to undertake relevant training.

Disclosure and Barring Service (DBS) Checks

- This post requires a DBS check.

Job Working Circumstances

- **Emotional Demands:** Exposure to some difficult and challenging behaviours
- **Physical Demands:** Normal Effort Required
- **Working Conditions:** Office Based
- **Other Factors:** (Any other relevant factors)

Other Factors:

- Some travel to other work bases for training and to support / cover staff