

# LONDON BOROUGH OF HACKNEY

## Job Description

<b>POST TITLE:</b>	Customer Services Officer - Parking Disputes
<b>DIRECTORATE:</b>	Housing, Climate and Economy
<b>SERVICE:</b>	Parking, Markets and Street Trading
<b>GRADE:</b>	SO1
<b>LOCATION:</b>	136-142 Lower Clapton Road, E5 0QD
<b>RESPONSIBLE TO:</b>	PCN Disputes Customer Services Team Leader
<b>RESPONSIBLE FOR:</b>	n/a

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### PURPOSE OF THE JOB:

The central purpose of this role is to ensure that disputes relating to Penalty Charge Notices (PCNs) are thoroughly investigated, and that members of the public receive high quality, well drafted responses that consider both the statutory exceptions and local mitigation factors, and achieve fair outcomes each and every time.

### ROLES AND RESPONSIBILITIES:

The main areas of responsibility are:

- To serve as an Authorised Officer of the Council in respect to its elective and statutory obligations for the processing of Penalty Charge Notices (PCNs).
- To thoroughly investigate legally contested cases and reply to all correspondence, challenges and representations arising from Penalty Charge Notices. You will ensure that all investigations and responses comply with the most current legislative requirements, best practice, Council regulations, internal procedures and service standards, and address all the points raised.
- To communicate directly with our customers, including residents, businesses, and visitors to the borough, in a sensitive and tactful manner, understanding that many

customers may be unhappy with decisions made. You should retain high standards of customer service at all times, delivering high quality and courteous responses to the public, primarily in writing but also by phone and email.

- To ensure that you meet or exceed your daily caseload target, which is subject to change depending on the needs of the service and benchmarking with other boroughs, and in so doing contribute to the meeting of the team's Performance Indicators (PIs).
- To ensure that the quality of your responses meets or exceeds quality targets specific to the team to which you are assigned. These targets are subject to change depending on the needs of the service.
- To support team members in ensuring that post is scanned and / or indexed as directed by your line manager where there is a business need.
- To ensure that all duties are carried out within the Council's policies and frameworks, while ensuring compliance with up to date parking legislation, financial regulations, codes of practice and other statutory instruments.
- To respond to all enforcement workstreams, including: On-Street Parking Enforcement and Removal of Vehicles, Bus Lane, CCTV Static and Moving Traffic Contraventions.
- To undertake all case types including but not limited to: Informal Challenges, Formal Representations, and Charge Certificates.
- You will positively contribute to the Council's Performance Management Scheme, assisting in the development of SMART targets and realistic standards. To positively contribute to targeted training for the wider team and your own personal development plan. To participate in proposing of innovative solutions and implement necessary changes to the parking policies, which are necessary to maintain high service standards.
- You will maintain constant awareness of the most current relevant parking legislation, and keep up to date with any changes to parking practices, policies and any other initiatives that could be used to deliver best value. To gain and maintain a working knowledge of legislation relating to Parking Enforcement and Debt Recovery, i.e. the Traffic Management Act 2004 the Enforcement of Road Traffic Debts 1993, the Road Traffic Regulation Act 1984 and the various London Local Authority Acts specific to traffic enforcement.
- To proactively identify opportunities to contribute to a 'one service' approach, by building positive working relationships with the teams across the service. Through your complex investigations, you will identify issues affecting enforcement and will need to raise them to the relevant Parking and Markets Services team in a constructive, solution driven manner. This will include: Parking IT systems, Parking Policy, Consideration Guidelines, Permits, Markets/Traders, Traffic

Management Orders, Signs and Lines Maintenance, Suspensions, Enforcement by Civil Enforcement Officers or Approved Devices and Parking Finance.

- To be a positive and helpful colleague, where Parking and Markets Services interact with other Council Services. Key relationships include:
  - Hackney Contact Centre – Supporting provision of front line customer services by advising Customer Service Officers with high level telephone and email enquiries.
  - ICT – Supporting service delivery and statutory compliance via IT application management, by reporting every system fault or incident with relevant and constructive information.
  - Streetscene – Responsible for business impacting schemes and projects including as examples: the implementation and maintenance of moving traffic schemes, shared spaces, car clubs, electric vehicle bays, charging facilities, sustainable transport solutions and various cycling initiatives (cycle hire and safe cycle hangers).
  - Appeals and Debt Recovery Team – This is particularly relevant to the identification of areas for improving how we operate, and playing an active role in implementing improvements that will help us get things right first time.
- Ensure that informal challenges and formal representations initiated by appellants are thoroughly investigated, prepared, assessed and answered correctly, to achieve the best possible customer outcome and highest service standard within the legislative and council's key performance indicator driven timeframes.
- Appraise correspondence and representations in order to make decisions to either pursue or cancel penalty charge notices, while ensuring all such decisions are recorded and auditable in line with procedures and legal requirements. Take action as appropriate to ensure the IT system is properly updated including identifying and progressing the case to the next stage of the statutory process, and reoffering discount charge subject to guidelines.
- Through the investigation of representations submissions you may be required to interact directly with clients or third party organisations to obtain information necessary to support the council's case. You will be asked to provide information to colleagues where you identify or are alerted to any performance issues. Maintaining a good working knowledge of clients and client's management arrangements is essential.
- Be aware of external relationships needed for the execution of duties outlined. This includes the Department for Transport, the British Parking Association and London Councils as governance/representative agencies, London Councils as supplier of mandated statutory functions such as the DVLA and the Police.
- To feedback to colleagues within the team at the earliest opportunity where an issue is identified that results in cancellation and could have been identified at an

earlier stage in the process. The aim is to promote 'peer to peer' feedback and reduce errors.

- Revise or create new standard paragraphs and letters, working practices guidelines, and to implement their use subject to management approval.
- Be able to interpret traffic maps, traffic signage manuals, consultation procedures and traffic management orders for the purposes of answering all types of parking enquiries and disputes.
- To assess, document, and attain signed approval from your Manager where a cancellation of the penalty charge notice results in a refund or partial refund to the customer (a removal case for example). Once signed the refund form will be processed with the assistance of the Business Processing Finance Team who will execute the action. The post holder will provide all required information for the Finance Officer to take the correct action in a timely manner.
- Assist managers with projects and other tasks as and when required.

These duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading and scope of the post as directed by senior management.

***NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.***

# Person Specification

**POST TITLE:** Customer Services Officer - Parking Disputes

**SERVICE:** Parking and Market /Street Trading Services

## Guiding principles and the Council's Vision & Values

For us to achieve the most efficient operation and provide an exceptional customer experience there are 3 key themes or guiding principles that must be brought to life by every member of the team, regardless of post.

- 1. Provide fair outcomes for customers**
- 2. Get things done 'right first time'**
- 3. Simplify and continually improve our processes**

These guiding principles support the Council's Vision and Values and align the behaviours all Council staff should model so we achieve the best for residents and customers.

## Our values

Our staff vision is to make Hackney a place for everyone. Where all our residents, whatever their background, have a chance to lead healthy and successful lives; a place of which everyone can be proud, with excellent services, thriving businesses, and outstanding public spaces; a place where everyone feels valued, and can make their voice heard.

Complementing this vision, the Council has adopted a set of values. These were developed through consultation with people who work here and now form a cornerstone of our job descriptions as they underpin our roles with 'how we work and what we do'.

In Hackney you will embody these values in how you behave and approach your work, through being:

- **OPEN**, honest, and accountable, working with others, listening, showing trust in each other and in our residents
- **AMBITIOUS** for Hackney, and for ourselves, always seeking to be the best at what we do, and to get the best for the people of Hackney
- **PROACTIVE** and positive in the way we approach problems and challenges, and take up the opportunities that come our way
- **INCLUSIVE** both as an employer and a service provider, celebrating diversity, and treating colleagues and residents with respect, and with care

- **PIONEERING** and innovative, always seeking new solutions and making space to be creative, to learn and to share ideas.
- **PROUD** of what we do, of the Council, of each other, and of Hackney

### Other requirements

- Qualified to grade C or above in GCSE (or equivalent) in English and Mathematics is essential.
- To hold or be willing to work towards and achieve the qualification standard for City and Guilds Level 3 Notice Processing Qualification and the Level 2 Parking Enforcement Qualification.
- Excellent written and verbal communication skills and the ability to communicate with a wide range of audiences. To be concise, clear and fair when explaining often complex and contentious issues.
- Solution-focused with excellent analytical and problem solving skills. Meets deadlines, standards and targets without sacrificing quality.
- To have relevant experience working in a customer-focused establishment / organisation including customer interaction in a sensitive environment.
- To have a good range of clerical/administrative skills supported by relevant experience, in either a notice processing or employment context.
- Ability to use a wide range of office systems efficiently including the use of Google Suite of applications (Microsoft Office - Word, Excel and Outlook in particular – will be accepted as transferable experience) and specific Parking and Finance business systems.
- To deal with conflicting demands in a calm and focused way whilst managing own workload within competing deadlines to ensure positive outcomes.
- To be able to work effectively as part of a team to ensure the delivery of an effective and efficient service.
- Knowledge and understanding of the current issues facing public sector management e.g. customer service, financial pressure, performance etc.
- Up to date knowledge of legislation, codes of practice and guidance relating to parking enforcement and appeals as well as the practical application of these to the role.
- Knowledge of the Data Protection Act/GDPR, Freedom of Information Act, Equalities Act and Health and Safety at Work Act
- Committed to own learning and development. Able to share good practice and experience and learn from others.

- To demonstrate a service first attitude with a flexible approach to working times, patterns, locations and methods when necessary.

***NB:All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.***