

### **Job Capsule Supplementary Information: Process Officer**

**This supplementary information for Process Officer is for guidance for Job Family: Customer Services Job Zone: Level 3 Zone 1**

#### **Camden Way Category 3**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

#### **Role Purpose:**

To utilise extensive knowledge of the decriminalised parking process, in order to provide detailed responses to customer enquiries at all stages of the civil representations and appeals process. To represent the council at the civil appeals tribunal (PATAS) in person where required and to present the council's case in a manner that protects the council's revenue and the public image. To work on various projects within Parking Services when they arise in order to further improve the service the council delivers to the public and to further drive down costs where opportunities arise. To handle all contacts with customers in a way that seeks to protect the council's revenue in a fair and reasonable manner. To provide support to detect fraud within the parking permit function, to check on a regular basis that those customers holding parking permits are still entitled to do so. To efficiently process all enquiries which are allocated in the areas of parking PCN's, parking appeals, parking permits and complaints and service requests from customers and other teams within parking. To prepare correspondence to a high standard, in a variety of formats and in accordance with relevant legislation. To prepare high quality evidence in preparation for parking appeal hearings to be presented by you or other officers at the appeals centre or by post.

#### **Example outcomes or objectives that this role will deliver:**

- To ensure that all correspondence that is received is responded to within relevant timeframes defined by statute or by internal KPI's. Handle complex enquiries, complaints and service requests relating to all areas of parking, moving traffic and bus lane enforcement, ensuring that these are logged, resolved or escalated as deemed necessary. To create a clear and consistent audit trail in all of these actions.
- To process incoming electronic files so that they are successfully processed onto any relevant computer system or software that is used for the purpose of parking and traffic management.
- Prepare and present cases at the civil tribunal - Parking and Traffic Appeals Service (PATAS) – this will require in depth investigation gathering of evidence and taking decisions on behalf of the council in a court tribunal setting. This includes the compilation of responses to statutory declarations made regarding parking, moving traffic or bus lane PCN's.

- Authorise the cancellation of penalty charge notices; raise refunds of payments on penalty charge notices and clamp and removal cases in appropriate circumstances. Having due consideration to protecting the income of the council at all times whilst also ensuring decisions are taken in a fair and proportionate manner.
- To identify areas of potential fraud across the service in areas such as blue disabled badge, parking permit and PCN's
- To participate in and deliver training on policy, process or legislation to new and existing members of staff.
- Collate and report management information, including identifying causes of complaints and action necessary to prevent recurrence and improve customer care.
- To be proactive in identifying areas of continual improvement across the service and to assist in implementing changes to ways of working where improvements can be made.
- To work interchangeably on any technical or business projects where appropriate.
- Process and validate elements of permit and parking suspension applications, monitoring such applications to identify any areas of potential fraud or abuse. Contacting customers using a variety of channels to obtain further information regarding these applications where necessary.

### **Relationships;**

The post holder will:

- be comfortable communicating in a wide variety of ways with customers and other council officers at all levels, for example team members, managers and senior officers
- communicate with external organisations for example parking appeal tribunal service staff , other local authorities, Police and parking related contractors.
- work in partnership with external bodies such as London Councils and the courts to deliver robust process for fraud prosecutions and the parking service.
- provide a high level of customer care and provide a fair and proportionate response to all correspondence
- be expected to have a working knowledge of relevant parking and traffic legislation, and keep abreast of any changes or alterations to statute and policy, escalating as appropriate.
- have some direct customer interaction, either face-to-face, over the phone or via email or post. Providing excellent customer service is at the heart of this post and the post holder will be expected to deliver a very high standard of customer care.

### **Work Environment:**

The post holder is required to work flexibly, adjusting their own and others' workloads to meet individual work targets and the priority demands of the team. They will be required to work as part of a team, and help colleagues wherever possible. They will be office based (5PS) and required to work in a busy and demanding environment in which multi-tasking and organisation may be required to complete tasks. There may be a requirement to work outside normal office hours and attend evening meetings.

### **Technical Knowledge and Experience:**

- Understanding of relevant legislation and Camden's controlled parking policies and processes relevant to parking and traffic representation, appeals and statutory declarations processes
- Comprehensive knowledge of policy and process relevant to complaints and enquiries, including government ombudsman procedures
- Awareness of the financial and social effects of relevant processes and the wider implications of debt and fraud prevention
- Knowledge of bailiff processes and understanding of the magistrates' and county court system and how it works in practice
- Comprehensive knowledge of the requirements under Regulations of Investigatory Powers Act, 2000 (RIPA)
- Worked in an environment that has required representation of organisation in a court based setting
- Evidence gathering and detailed compilation and retention of evidence for presentation
- Comprehensive understanding of the policy, procedural and revenue implications of technical developments in the parking service, and assist in the formulation and presentation of recommendations to change existing systems, equipment and procedures

## **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please select the attached [HERE](#)

## **Structure Chart**

