



Role profile

Job Title: Appeals and Monitoring Officer

Post Number: 186442

Grade: SO1

Directorate: Environment, Culture and Customer Services

Service: Parking and Customer Engagement

Reports to: Statutory Functions Team Leader

PURPOSE OF ROLE:

- You will be a part of Hounslow's busy Appeals and Monitoring Team, responsible for investigating and responding to all representations, appeals and general correspondence received in relation to formal stage Penalty Charge Notices (PCNs).
 - You are thoughtful in your approach, yet outcome focussed and highly motivated to ensure daily output targets are achieved or exceeded.
 - You will ensure that cases are dealt with correctly and on time, to a high standard and in line with Hounslow policies, procedures and legislative responsibilities.
 - You will monitor, record, collate and report performance data as required, and support any special projects as and when you are asked to.
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KEY ACCOUNTABILITIES:

Corporate

1. To work effectively as part of the Council's Environment, Culture and Customer Services department, delivering corporate objectives and priorities through the work of the department.
2. To promote a philosophy of putting Hounslow's residents first and to put in place arrangements that involve residents, businesses and services users in the development of services.

3. To oppose and where possible eliminate all forms of discrimination, making a positive contribution to managing diversity both as an employer and service provider.
4. To raise performance and productivity by contributing to a culture of continuous improvement and efficiency.

Functional

1. To investigate all communications in respect of the statutory process received against disputed PCNs, critically assessing outcomes in line with agreed procedures and council policies, before responding to the motorist with the formal decision.
2. To ensure that daily quality and quantity performance standards as set by the team leader are met or exceeded, and that letters are accurate and conform to relevant quality, policy and legislative standards.
3. Investigate and prepare appeals for adjudication, including collating evidence packs in line with agreed procedures and quality standards within the specified target dates, and appearing in person at hearings as required.
4. To liaise with the Traffic Enforcement Centre, County Courts and Legal Services, to deal with Witness Statements/Statutory Declarations ensuring that relevant policies and procedures are maintained and followed.
5. To liaise with external Enforcement Agents/Agencies to resolve disputed PCNs and to administer the enforcement process, ensuring that the debt is dealt with correctly within legal constraints and according to policies and procedures.
6. To have a good understanding of the legislation governing de-criminalised parking and traffic enforcement. You must also have a basic understanding of GDPR/Data Protection principles and the Freedom of Information Act 2000.
7. To help manage the Parking mailbox (amongst other admin duties) answering emails both internal and external in line with procedures and timescales and provide telephone support to Customer Services where needed.
8. Identify any issues relating to problems with the parking infrastructure including Traffic Management Orders (TMOs), Earthlight/GIS accuracy and signs and lines defects and escalate using approved procedures.
9. To ensure that cases are correctly progressed or cancelled in accordance with procedures and policies and that refunds are requested where appropriate.
10. To monitor and collate information on contractor performance as and in the manner requested, in order to assist the Contract Monitoring Team.

11. To undertake such other duties appropriate to your grade, as may reasonably be required of you from time to time.
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These are the values that drive us:

Lead with heart

We're here for the people of Hounslow. We work together with them and for them with care and compassion, with patience and in partnership. We put ourselves in other's shoes, remembering that every person is different, and every interaction is a real moment in their lives. We always feel first.

Do new

We need to do things differently if we're going to help Hounslow people thrive in the future. Hard work is important but it's not enough on its own. We need to challenge ourselves to break new ground, invent new approaches, try new ideas keep moving forward and keep improving. That means being ready to stop doing things we've done before. It means taking on risk and backing each other when we take a leap.

Pass on the power

The world keeps on changing and we need to change with it. We won't be able to adapt fast enough to the future needs of our residents if we stick to old fashioned command and control. We need to hand over responsibility and give people more power to make decisions and take action themselves. It's about being transparent and straightforward. It's about providing tools and support. But most of all, it's about being ready to trust each other to do the right thing.

Harness the mix

We work together, across disciplines and roles. We talk lots, share our insights, our skills and experience. We're not interested in siloes or defensiveness. We're always open to different approaches, we're flexible and ready to adapt. We break down the barriers between our parts and people to unlock the problem-solving power of our amazing mix of minds.

Be a rock

There's lots to do and people need us. It's up to us to take the initiative. To take responsibility. To stand up and be counted. Everyday. It's about being super focused, effective and efficient. It's about allocating our resources smartly and with good rationale – using data to help guide our decisions. But most of all, it's about having the strength and determination to keep on going through thick and thin.

The top 5 things about you that are most important:

- You are an enthusiastic parking professional who is self-motivated either working as part of a team or on your own.
 - You manage your time efficiently and accurately, meaning that a high-quality service is provided in line with both the organisation and the team's commitments
 - You have a proactive, flexible, responsive approach, always seeking to provide the highest levels of service to make the team the best it can be.
 - You have a proven ability to manage and prioritise your own workload and to ensure that objectives and targets are met or exceeded despite constraints or obstacles.
 - You will be proficient in typing and using Microsoft Office applications such as Word, Excel and Outlook.
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Qualifications:

- You are desired to possess the relevant City and Guilds Level 3 award in Notice Processing qualification.
- You will have a minimum six months demonstrable experience in a similar role for another local authority.