

Parking Charge Officer

Salary: Band 6 £28,239 - £32,061 per annum

Hours: 37 hours per week

Contract: Permanent

Your new role

Reporting to the Senior Parking Officer and working within the scope of empowerment.

Your duties and responsibilities will include:

- Ensuring the prompt and efficient processing of all Penalty Charge Notices, ensuring that all errors and omissions are notified to the Senior Parking Officer.
- Consider and respond to appeals, challenges and representations relating to Penalty Charge Notices and where necessary, follow cases through to adjudication, including writing formal response letters.
- Prepare the Council's detailed submissions to the Independent Adjudication Service and attend hearings when required.
- Process Penalty Charge Notices through debt and warrant registration where required.
- Ensuring prompt and efficient processing of all requests for permits, car park season tickets and parking dispensations.
- Dealing with all customer enquiries, including providing information and advice on parking matters.
- Promoting the efficiency and effectiveness of the Parking Service at all times
- Deal with callers (both in person and by telephone) to the Parking Office, providing advice and assistance where required.
- Maintain the accuracy and integrity of the computerised database, progressing each case through to resolution.
- Process payments received at the Parking Office, ensuring they are correctly recorded and allocated to the appropriate case.
- Undertake a daily reconciliation of all monies received at the Parking Office, investigating, identifying and remedying discrepancies where possible.
- Process requests for the issue of parking permits, season tickets and dispensations

in accordance with existing instructions.

- Issue tickets and passes for the pay-on-foot system upon request.
- Assist, when required, with the issuing of disabled badges and related general enquiries.
- Develop and maintain a sound working knowledge of the main principles of the relevant legislation eg Traffic Management Act 2004 and Transport Act 2000 and be able to apply and disseminate such information as may be required.
- Develop and maintain a sound working knowledge of the Council's Traffic Regulation Orders and Traffic Order making procedures and be able to apply and disseminate such information as may be required.
- Ensure compliance with and always promote the Council's Equal Opportunities and Health and Safety Policies.
- Carry out any other duties as requested by the Director of Economy, Planning & Transport or their representative in accordance with the designation and grading level of the post.

Who is the person?

You will need:

Essential skills

- Good literacy and numeracy skills.
- A high level of written grammar and the ability to write letters that are clear and Coherent
- Experience in a similar administration role.
- Customer service experience: you will need to have and be confident in speaking to customers on the phone, via e-mail and face to face with additional experience of successfully engaging with difficult and challenging situations and people.
- An eye for detail.
- An excellent standard of spoken and written English
- An ability to really listen to what is being said, show empathy and not make Judgements
- A commitment to teamwork, understanding what being part of a team really means and how that affects customer service, with the ability to build effective relationships and be supportive at all times.
- Has the ability to work and manage under pressure and meet deadlines as appropriate.

- Has a working knowledge of Microsoft applications and good general IT skills.
- Is expected to attain City and Guilds Level 3 in Notice Processing.

Desirable skills

- Experience knowledge of GDPR/Information Governance
- The foresight to think 'outside the box' and use your initiative when the answer/resolution isn't immediately obvious
- The ability to be innovative, realise when something is not working and be confident to escalate issues to management
- Experience of cash handling and banking

Additional information:**General Data Protection Regulation (GDPR)**

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it