

Disabled Badge Officer

Salary: Band 5 £25,652 - £27,363 p.a.

Working Hours: 37 hours per week

Contract: Permanent

DBS Disclosure at basic level will be required prior to any offer of employment.

What is the role?

This is a highly customer focused role and is for someone who enjoys dealing with the public, as you will be spending a lot of time talking to applicants both on the phone and face to face. This is a very busy team and you will need to be able to work under pressure and to deadlines and with attention to detail being paramount. Working in the Parking Team and reporting to the Parking Office Supervisor, you will be responsible for the administrative processing of applications and issuing of Blue Badges; ensuring payments are made by the applicant and answering customer queries on Blue Badges through all types of communication channels, for example email, telephone and face to face. You will also provide administrative support for the Occupational Therapists who carry out the assessments for Blue Badges.

Duties and responsibilities

- Process applications for Blue Badges, ensuring that new, duplicate and renewal badges are issued within the agreed timescales whilst providing an efficient, cost effective and customer friendly service.
- Establish whether applications meet the automatic eligibility criteria in line with the latest guidance issued by the Department for Transport
- Forward applications and documents to Occupational Therapists (OTs) to consider eligibility and where required, arrange appointments for applicants who need assessments because they do not meet the automatic eligibility criteria.
- Contact applicants and healthcare professionals to obtain further information relevant to blue badge applications where required
- Use computer systems to order Blue Badges, record applications and to send/receive correspondence
- Answer queries from applicants and assist them with completing application forms if required, and keep them informed of the progress of their blue badge application
- Ensure payments for Blue Badges are made and are correctly recorded and allocated to the appropriate Blue Badge application
- Provide information to the Criminal Investigation Team to assist with investigations into fraud and/or misuse of Blue Badges
- Promoting the efficiency and effectiveness of the Parking Service at all times

- Ensure compliance with and promote the Council's Equal Opportunities and Health and Safety Policies at all times
- Carry out any other duties as requested by the Director of Economy, Transport & Planning or their representative in accordance with the designation and grading level of the post.

Who is the person?

Someone who:

- Has a customer focused approach to work.
- Has good communication skills both written and verbal.
- An eye for detail
- An ability to really listen to what is being said, show empathy and a willingness to help.
- Will undergo training as necessary and show the ability to learn quickly.
- Is able to build good relationships and have a positive influence on colleagues.
- Will work in and encourage a culture of improvement and co-operation among team members.
- Has the ability to work and manage under pressure and meet deadlines as appropriate.
- Has good computer skills including a good working knowledge of Microsoft applications, training on bespoke IT systems will be provided.

How to apply: Please see attached documents at the bottom of the Job advert and ensure you fully read and follow the guidance so you fully demonstrate how you meet the points on the job profile.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

This role is eligible for a DBS check and the DBS have published a privacy notice to ensure individuals are fully informed of the use of their personal data; their rights and that Portsmouth City Council are meeting the necessary requirements when

submitting DBS checks. It is important that you read and understand this privacy policy before any application is submitted to the DBS.

Visit the Gov website to read the full policy.

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