

**Job Description**

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| **Department** | **PLACE** |
| **Job Title** | **CUSTOMER SERVICES OFFICER** |
| **Grade** | D |
| **Primary Purpose of Job** | Responsible for providing an effective and efficient service to customers in respect of all aspects of Civil Parking Enforcement  |
| **Reporting To** | Senior Customer Service Officer |
| **Direct Staffing Reports** | N/A |

**Main Duties**

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| **1** | Respond to enquiries and complaints from customers who might be irate, angry or upset; by telephone and in writing, recording all relevant information on a dedicated computer system and with full regard of all legislation relating to Civil Parking Enforcement. |
| **2** | Process applications for resident permits, dispensation and suspensions, ensuring that guidelines for issuing are followed and payments are taken.  |
| **3** | Make a decision on behalf of the Director of Place in respect to challenges and appeals against penalty charge notices, in a fair and consistent manner that takes into consideration the legislation of the Traffic Management Act 2004, The Secretary of State’s statutory guidance to local authorities on the civil enforcement of parking contraventions, highway code, council policy and guidance from the Traffic Penalty Tribunal. Communicate decisions in writing to the customer, giving full details, relating to the relevant legislation and/or council policy.  |
| **4** | Input and extract information from the notice processing database, park map and on-line maps, interpreting this information to assess the validity of a challenge or appeal against a penalty charge notice |
| **5** | Process payments by telephone and post, receipting and recording the income on a computerised system and carry out end of day banking and reconciliation procedures as required |
| **6** | Ensure that all documents are scanned, emails assigned to cases and allocate/check photographs to the relevant penalty charge notice on the notice processing system.  |
| **7** | Maintain and update the notice processing system to agreed deadlines, generate and produce reports and correspondence in line with timescales determined within legislation.  |
| **8** | Prepare and post documents relating to penalty charge notices (Postal Penalty Charge Notices, Notice to Owner, Charge Cert etc) and any other processes completed within Parking Services (e.g. Permits, Suspensions etc).  |
| **9** | Register debts with the Traffic Enforcement Centre and pursue the debts with motorists. Ensuring that cases are passed to the Council’s appointed Bailiffs, updating the bailiffs client website and providing advice to customers. |
| **10** | Supporting new starters with training on the various Customer Service Officer roles. Plus any other duties that may be required from time to time commensurate with the grading of the post. |
| **Date Job Description updated:** | **July 2023** |
| **Job Description prepared by:** | **Shane Gilligan** |

**Person Specification**

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| **Department** | **PLACE** |
| **Job Title** | **CUSTOMER SERVICES OFFICER** |
| **Stage One** | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see Carers-Charter-FINAL.pdf (gmhsc.org.uk) are guaranteed an interview if they meet the essential criteria for the role  |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
| 1. | Listen and respond to the needs of customers in a positive and helpful manner | Application Form/Interview/Test/Presentation/Assessment Centre |
| 2. | Communicate effectively both verbally and in writing with elect members, other members of the team, customers and contractors.  | Application form/Test |
| 3. | Organisational skills in order to deal with challenges and appeals, process applications and communicate with customers within agreed timescales.  | Test |
| 4. | Ability to network with partners, colleagues, contractors and members of the public, to ensure that correct information is given for all services. | Interview |
| 5. | Demonstrate numeracy skills for the accurate compilation of income | Application form |
| 6. | Ability to interpret and apply legislation, fairly and consistently  | Application form/interview |
| 7. | Work on own initiative and co-ordinate a range of tasks to agreed timescales | Application form |
| 8. | The ability to use a computer to input and extract information, produce reports and generate letters | Application form/Test |
| 9. | Work as part of a team, liaising and assisting other members of the team.  | Application form |
|  | **Competencies** – Please note the council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section  | Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | NVQ in Customer Services Level 3 or experience of working within a Civil Parking Enforcement environment or equivalent *qualifications with customer service experience (e.g 2 A Levels)* | Application form |
| 2. | GCSE Maths and English Grade C or higher (or equivalent) | Application form |
| **3. Work Related Circumstances** |
| 1. | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services | Interview |
| 2. | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | Interview |
| 3. | Flexible working hours in operation, however the telephone line must be covered on a rota basis Monday to Friday - 9am to 4pm.  | Interview  |
| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| 1. |  |  |
| 2. |  |  |
| **2. Experience/Qualifications/Training etc** |
| 1. |  |  |
| 2. |  |  |

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**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





