Statutory Penalty Investigation Officer
£19,430-£24,964
Lancaster Circus
Working 36.5 hours per week within a flexible working scheme 5 days per week

The role involves working within a busy team dealing with members of the public who have received Penalty Charge Notices. You will need to have experience of working within a pressurised customer environment working to strict deadlines whilst maintaining accuracy and attention to detail, ability to investigate and assess individual circumstances in line with the statutory procedure associated with the Traffic Management Act 2004.

Requirements of the role include:

Excellent verbal and written communication skills to produce detailed replies to correspondence to a high level update information on computer systems to accurately summarise the advice and actions taken and maintain confidentiality, to work well as part of a team with the ability to be flexible to meet deadlines.

For informal enquiries please contact Collette Brown on 0121 303 7428

Ref: EC2242017

Closing date: 24 August 2017

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
Economy Directorate

Job Description

JOB TITLE: Statutory Penalty Investigations Officer  GRADE:  GR3

SECTION: Parking Services  DIVISION: Highways and Infrastructure

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: NO

1.0  JOB PURPOSE

1.1  To uphold and comply with the statutory provisions of the Traffic Management Act 2004 Part 6, The Transport Act 2000 Section 144, and any other relevant legislation or Council policies and procedures relating to Civil Enforcement of Penalty Charge Notices.

1.2  To uphold and comply with the statutory provisions of the Data Protection Act 1998 and any other relevant legislation when dealing with the data associated with Penalty Charge Notices.

1.3  To give appropriate verbal advice and to fully investigate and accurately respond in written form to formal representations, appeals and other correspondence received in accordance with the statutory process for dealing with Penalty Charge Notices.

2.0  DUTIES AND RESPONSIBILITIES

2.1  To fully investigate and assess representations from recipients of Penalty Charge Notices in accordance with the statutory process, including the requirement to check photographic/video evidence, the contents of the relevant Traffic Regulation Order and arranging/undertaking site visits where necessary.

2.2  To carefully examine evidence and take into account any associated mitigating circumstances in order to be fair and equitable when making a decision on whether to accept or reject those representations, prior to compiling the statutory notice of response.
2.3 To give accurate verbal advice when handling telephone calls in accordance with the statutory process, with a view to reducing the level of subsequent correspondence and to obtain full and prompt settlement of the Penalty Charge, where appropriate.

2.4 To accurately prepare and compile the Council’s summary of evidence for submission to the independent adjudicator in connection with formal appeals submitted to the independent tribunal service for England and Wales (outside London).

2.5 To fully investigate and accurately respond to correspondence received from appellants, officers of the Council, Councillors and MPs in respect of the issue of Penalty Charge Notices.

2.6 To liaise with the Chief Adjudicator and the independent adjudication service in respect of appeals and arranging hearings, including the attendance at personal/telephone hearings to present the Council’s case to the independent adjudicator.

2.7 To accurately progress and monitor, as appropriate, Penalty Charge Notice cases in accordance with all stages of the statutory process which includes cases that reach bailiff/civil enforcement agent recovery action.

2.8 To deal with enquiries and correspondence arising from the registration of debts at County Court, the issuing of bailiff warrants and the resulting bailiff/civil enforcement agent activities including the processing of Witness Statements/Statutory Declarations and the suspension of warrants where necessary.

2.9 To assist with the processing of cases for submission of Registration Requests at the Traffic Enforcement Centre for Orders for the recovery of unpaid Penalty Charges and for Requests to Issue Warrants for service by Bailiffs/Civil Enforcement Agents as and when required.

2.10 To keep up to date with current practices and procedures relating to the appeal process.

2.11 To liaise with Bailiffs/Civil Enforcement Agents with a view to securing outstanding debts from motorists where appropriate.

2.12 To effectively maintain records, databases and filing systems relating to appeals and court proceedings in order to maintain statistics and provide management information as required.

2.13 To understand, support and take an active part to promote good customer relations, to ensure that all channels of communication and services are delivered in accordance with the customer service entitlements and customer service practice.

2.14 To uphold and comply with the statutory provisions of the health and Safety at Work Act 1974 and any other relevant legislation or Council policies and procedures relating to health and Safety at work.

2.15 To comply with Departmental instructions and the requirements detailed in the Office Handbook.

2.16 To understand and comply with the Council’s Equal Opportunities Policy, ensuring its practical application to the workplace and in service delivery.

2.17 Such other duties commensurate with the purpose and grading of the post that may be determined from time to time.

OBSERVANCE OF THE CITY COUNCIL’S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED

3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE: Statutory Penalty Investigations Supervisor

JOB NO: H11/1
3.2 LEVEL OF SUPERVISION

Left to work within established guidelines subject to scrutiny by supervisor.

4.0 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised i.e. through others)

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<tr>
<th>POST TITLE</th>
<th>GRADE</th>
<th>NO OF POSTS</th>
<th>LEVEL OF SUPERVISION*</th>
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5.0 SPECIAL CONDITIONS

Duties include 36.5 hours of work within a flexible working scheme to be carried out between the time band 0700-19.00 hours 5 days per week Monday to Friday. The working time band may be subject to alteration in accordance with operational requirements.

Work outside normal days and hours as required from time to time.
Economy Directorate

Person Specification

Post: Statutory Penalty Investigations Officer  GRADE: 3

Division: Highways and Infrastructure  Section: Parking Services

Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview;

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<th>CRITERIA</th>
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<tr>
<td>Education/Qualifications</td>
<td>Experience of working on own initiative with minimum supervision. Experience of operating computer systems, handling telephone calls and producing written responses to correspondence.</td>
<td>AF/I</td>
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<td>NB: Full regard must be paid to overseas qualifications.</td>
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<td>Experience (Relevant work and other experience)</td>
<td>Ability to communicate with the public in a courteous and helpful manner by telephone, or in written form. Must be capable of working to established timescales and able to make decisions in accordance with guidelines. Experience of operating computer systems, handling telephone calls and producing written responses to correspondence.</td>
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<td>Skills &amp; Ability</td>
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<td>e.g. written communication skills, dealing with the public etc.</td>
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correspondence. Must be capable of working under pressure, to established timescales and able to make decisions in accordance with guidelines.

Effective keyboard, verbal and written communication skills for report/letter writing and for dealing with telephone enquiries.

Ability to demonstrate accuracy and attention to detail when creating written responses to correspondence or answering telephone enquiries.

Must be capable of compiling evidence following detailed investigation and be able to present cases at hearings to adjudicators and answer detailed questions.

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<td>Other</td>
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T. = Test or Exercise; C. = Certificate; P. = Presentation.

All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.