

Job Title: Permit Support Officer

Department: Commercial & Operations
Service: Community Protection; Parking Regulation & Compliance
Grade: GLPC-C
Job Evaluation ID: JE1000001217

1 Job purpose

To provide an effective and efficient administration service in the processing of all mail, Disabled Blue Parking Badges/Residential/Dispensational Parking Permits applications and general Administration duties within Processing and Enforcement Services.

2 Principal duties and responsibilities

1. Recording of mail, cash and cheques onto the processing and enforcement services computerised postal system. Folding and franking of all mail.
2. Printing of automated correspondence in respect of parking fines, e.g. Notice to Owner Forms and Charge Certificates.
3. Scan all relevant information into the computerised system. Inputting vehicle/parking/bus lane/moving traffic information onto the computerised system, access the message mail box and transcribe messages
4. To assess applications in respect of Blue Badges as per DETR or other appropriate guidelines and /or Residential/dispensation/access permits in accordance with City Council Policy.
5. Be responsible for the monitoring of application forms received and timescales by which permits and badges are issued and providing statistical information when required.
6. Be responsible for the maintenance of information held on the computer and access to that information.
7. Be responsible for the generation of correspondence, permits, badges and dispensations from the computer system.
8. Ensure that excellent customer service is provided to internal and external customers by understanding their requirements and conforming to them. Deal with customer complaints promptly and efficiently.
9. To liaise with parking services staff admin staff, the Parking Enforcement Officer and other relevant council departments/sections on relevant matters ensuring good interpersonal relationships are developed and maintained.

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10. To work as part of a team deal with enquiries from customers (internal and external) by telephone, in person or by letter in respect of Blue Badges, Residential/Dispensation/Access Permits or other matters.
 11. To collect and account for fees in respect of blue badges, dispensations and residential/access permits including delivery to the Contact Centre.

3 All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.

4 All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy, and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage, and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

5 This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

6 Numbers and grades of any staff supervised by the post holder: None

7 Post holder's immediate supervisor: Parking Regulation & Compliance Manager

Prepared by/author: Cathy Scales

Date: September 2018

Job title: Service Manager, Parking Regulation and Compliance

Note: This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

Signature:

Date:

Person Specification



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City Council**

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Areas of responsibility	Requirements	Measurement				
		P	A	T	I	D
Communication	Ability to communicate verbally and in writing sufficient to draft various items of correspondence in a clear and concise manner.		✓	✓	✓	
	Ability to work as part of a team, often putting team requirements before own preferences.		✓		✓	
	Ability to deal with irate or distressed customers in a calm, diplomatic, tactful and logical manner.		✓		✓	
Customer Care	Experience of providing services which are highly customer orientated.		✓		✓	
	Ability to demonstrate an understanding of customer care initiative				✓	
Office Skills	Ability to carry out basic arithmetical calculations		✓	✓	✓	
	Knowledge of computer systems – specifically spreadsheets, databases and word processing (Microsoft Office) and able to use general office equipment		✓	✓		
	Ability to understand and collate a wide range of statistical data				✓	
Personal Attributes	Strong self motivation together with a flexible and committed approach to work.		✓		✓	
	Ability to work under to work under pressure to meet deadlines.				✓	
	To be able to work with minimum supervision.				✓	
Work to promote mutual respect and good relations	To be committed to ensuring that the City Council's Equality and Diversity Policy is applied in employment and service delivery.				✓	
	Ability to provide the service to a diverse community.		✓		✓	

Work Related Circumstances	Willingness to comply with the City Council's non-smoking policy.				✓	
	Willing to wear a uniform and work outside normal office hours when required.				✓	
	Willing and able to access other Council Buildings				✓	
	Willing to deliver cash/cheques to NCC buildings when required				✓	
	Must undergo, pass and maintain an advanced DBS and police vetting check or any other checks as asked for by the Chief Constable or other partners.					✓

P: Pre-application	A: Application	T: Test	I: Interview	D: Documentary evidence
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