

NEWCASTLE CITY COUNCIL

JOB DESCRIPTION

DIRECTORATE: Operations and Regulatory Services

DIVISION: Parking Services

POST TITLE: Parking Clerk – EE799

GRADE: N4

RESPONSIBLE TO: Notice Processing Manager

JOB PURPOSE: To facilitate and operate all procedures and processes of the Notice processing and permit service.

MAIN DUTIES: The following list is typical of the level of duties which the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar type and level may be required from time to time.

1. Process Penalty Charge Notices in line with Civil Parking Enforcement procedures including detailed written and verbal responses to enquiries and formal appeals.
2. Process parking permit applications in line with set policies and procedures.
3. Pursue vehicle owners regarding unpaid Penalty Charge Notices in accordance with authorised procedures for Civil Parking Enforcement. This includes the securing of warrants via the Traffic Enforcement Centre and engagement with Enforcement Agents, as required.
4. General assessment of car parking signage and equipment to help conclude informal and formal appeals.
5. Maintain all records necessary for the operation of the notice processing system, permits and other administrative systems required to provide an effective statutory process.
6. Assist in financial procedures and process cash/cheque payments to support reconciliation and financial governance.
7. Promote and implement the Council's equal opportunities policies in all aspects of employment and service delivery.
8. Assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.
9. To report anti-social behaviour and criminal damage in compliance with our legal obligations under Section 17 of the Crime and Disorder Act.