

Job Description

- Post Title:** Notice Processing Manager
- Evaluation:** 587 points **Grade:** N9
- Responsible to:** Service Manager – Parking Services
- Responsible for:** Notice Processing officers
- Job Purpose:** To manage all processes and procedures in relations to notices and exemptions, ensuring optimum performance and effectiveness in accordance with legislative requirements, best practice, Council regulations, internal procedures and service delivery standards.
- Main Duties:** The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.
- 1 Responsible for the development, planning, organisation and management of all aspects of notice processing to ensure an effective statutory process.
 - 2 To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.
 - 3 Contribute to policy development and assist the Service Manager with supervision, training and development of staff and the implementation of best practice and new procedures resulting from new legislation.
 - 4 Attend adjudicator hearings as required and advocate the Authority's case in a formal setting.
 - 5 Perform quality assurance checks on evidence packs to be submitted for adjudicator hearings.
 - 6 Investigate complaints, non-payment cases, appeals and requests for service, providing information and making recommendations to enable appropriate action to be taken.
 - 7 Support the Service Manager, Parking Services in preparing correspondence relating to key stakeholders, corporate complaints and freedom of information requests.

- 8 Maintain a comprehensive knowledge of relevant manual and IT systems and ensure IT systems are maintained and fit for purpose.
- 9 Ensure that payment and other financial records are properly maintained, and regular returns of income are prepared in accordance with procedure and financial regulations.
- 10 To establish performance management information and provide day to day reports that provide relevant information to ensure effective operations and performance standards are achieved.
- 11 Perform a range of duties associated with the efficient operation of the unpaid debt management system. These include contract management of Enforcement Agents; Traffic Enforcement Centre (TEC) registration and adjudication legislation.
- 12 Assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.