

Notice Processing Officer

Reports to: **Notice Processing Manager**

Direct reports: **None**

Evaluation: **420 points**

Grade: **N4**

Reference: **EE799**

Purpose

To facilitate and operate all procedures and processes of the Notice processing, permit service and camera enforcement..

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. Process Penalty Charge Notices in line with Civil Parking Enforcement procedures including the consideration of any mitigation and providing detailed written decisions at all stages of the legislative process. Maintain all records necessary for the operation of the notice processing system and other data management systems required in compliance with the regulations and statutory process.
2. Provide advice and guidance in response to enquiries as first point of contact via telephone and email in relation to Penalty Charge Notices, permit enquiries, complaints and queries, which can include those of a contentious, complex and technical nature about the service, in line with relevant legislative regulations, procedures and protocols.

3. Check and process permit/exemption applications in accordance with eligibility criteria and maintain necessary records to establish an audit trail against the permit/exemption policy.
4. Pursue vehicle owners for unpaid Penalty Charge Notices ensuring Debt Registrations and Warrants of Execution are correctly processed in line with the legislative process.
5. Undertake general assessment of signage, images and video footage to investigate and respond to all appeals. Conducting site visits, collating footage/images to maintain a comprehensive and up to date library of reference material.
6. Assist in financial procedures, evaluate and process refund requests in line with parking policy. Process debit/credit card payments over the telephone and via an online payment service. Processing cash/cheque payments and raising invoices where required to support reconciliation and financial governance.
7. Review live and recorded camera enforcement footage to determine whether or not vehicles are in contravention of a restriction and issue Penalty Charge Notices to the vehicle's registered keeper via post in accordance with legislation
8. Responsible for preparing comprehensive evidence packs to the Traffic Penalty Tribunal (TPT) in respect of all TPT Appeals and Witness Statement referrals within designated timeframe.
9. Provide support, guidance and work shadowing to team members in Notice Processing, permits, exemptions, reviewing and administrative tasks
10. To promote and implement our Equality Policy in all aspects of your employment.

11. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.