

## Job Profile

**Job Title:** Process Officer  
**Job Grade:** Level: 3 Zone: 1  
**Salary Range:** £33,789 - £38,465

### About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all, specifically from within Parking Services.

### About the role

To utilise extensive knowledge of the decriminalised parking process, in order to provide detailed and high-quality responses to customer enquiries at all stages of the civil representations and appeals process. To conduct in depth investigation and take decisions on behalf of the council and to represent at the civil appeals tribunal in person where required in a manner that protects the council's revenue and public image. To work on various projects within Parking Services when they arise to further improve the service the council delivers to the public and to streamline costs where possible. To efficiently process all enquiries which are allocated in the areas of parking PCN's, parking appeals, parking permits and complaints and service requests from customers and other teams within parking. To provide support to detect fraud when considering appeals and information on our databases. To create a clear and consistent audit trail of all actions by updating the relevant systems.

### About you

- Understanding of relevant legislation and Camden's controlled parking policies and processes relevant to parking and traffic representation, appeals and statutory declarations processes.
- Comprehensive knowledge of policy and process relevant to complaints and enquiries, including government ombudsman procedures.
- Awareness of the financial and social effects of relevant processes and the wider implications of debt and fraud prevention.
- Knowledge of bailiff processes and understanding of the magistrates' and county court system and how it works in practice.
- Comprehensive knowledge of the requirements under Regulations of Investigatory Powers Act, 2000 (RIPA).
- Worked in an environment that has required representation of organisation in a court based setting.
- Evidence gathering and detailed compilation and retention of evidence for presentation.
- Comprehensive understanding of the policy, procedural and revenue implications of technical developments in the parking service, and assist in the formulation and presentation of recommendations to change existing systems, equipment and procedures.

### **Work Environment**

The post holder is required to work flexibly, adjusting their own and others' workloads to meet individual work targets and the priority demands of the team. They will be required to work as part of a team, and help colleagues wherever possible. They will be office based (5PS) and required to work in a busy and demanding environment in which multi-tasking and organisation may be required to complete tasks. There may be a requirement to work outside normal office hours and attend evening meetings.

### **People Management Responsibilities**

Participate in and deliver training on policy, process or legislation to new and existing members of staff.

### **Relationships**

The post holder will:

- Be comfortable communicating in a wide variety of ways with customers and other council officers at all levels, for example team members, managers and senior officers.
- Communicate with external organisations for example parking appeal tribunal service staff, other local authorities, Police and parking related contractors.
- Work in partnership with external bodies such as London Councils and the courts to deliver robust process for fraud prosecutions and the parking service.
- Provide a high level of customer care and provide a fair and proportionate response to all correspondence
- Be expected to have a working knowledge of relevant parking and traffic legislation, and keep abreast of any changes or alterations to statute and policy, escalating as appropriate.
- Have some direct customer interaction, either face-to-face, over the phone or via email or post. Providing excellent customer service is at the heart of this post and the post holder will be expected to deliver a very high standard of customer care.

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,