

Job Profile

Job Title: Parking Investigation Officer

Job Grade: 3.2

Salary Range: £39,336 – £44,878

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. The Parking Investigation Team sets out to use the tools available to ensure that the Council's revenue is protected in a fair and reasonable manner. We look to identify and assist vulnerable members of the community at the earliest opportunity and provide them with the bespoke assistance they may need. To ensure that no part of the parking or permit operation is abused and to take appropriate actions when cases of fraud or misuse are identified.

To prepare to a high standard all necessary paperwork in accordance with the terms of relevant legislation and to represent the Council in Magistrates' and County Courts as an advocate in pursuit of parking related fraud and debt recovery prosecutions.

About the role

To ensure that income owed to the council is recovered in a timely manner from all aspects of prosecution work and subsequent costs awarded.

Handle complex enquiries, complaints and service requests relating to blue badge fraud matters, debt recovery, penalty charge notice appeals, complaints, enquiries and service requests, ensuring these are logged, resolve or escalate these as required to create a consistent audit trail.

Prepare cases of potential fraud or abuse as required, process court registrations, warrants and related enquiries, representing the council at court as required.

Process statutory declarations / fraud cases including compiling evidence and creating witness statements for appeal hearing cases, presenting cases at appeal and Court hearings, and dealing with related enquiries, representations and complaints.

Organise and deliver training on policy or legislation change to members of the wider customer service and debt recovery team.

Collate and report management information, including identifying causes of complaints and action necessary to prevent recurrence and improve customer care.

To interview under caution potential defendants as and where necessary issuing all relevant legal documents and cautions as the law requires.

To carry out site visits and external surveillance of suspected fraud cases at locations across the borough, in accordance with RIPA and DPA as necessary. Compiling evidence that is of a high standard to be shared across the team on a regular basis.

About you

The post holder will:

be comfortable communicating in a wide variety of ways with many different council officers at all levels, for example team members, managers to identify fraud and debt recovery cases that should be prosecuted further.

to communicate with external organisations for example Enforcement Agent contractors, debt recovery specialists 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.

work closely with legal services to deliver robust process for fraud prosecutions and the parking service.

provide guidance and support to the customer support team and will be expected to have a working knowledge of relevant legislation, and keep abreast of any changes or alterations to policy, escalating as appropriate.

liaise with Magistrates' and County Courts as appropriate to ensure suitable and sufficient time is available to progress parking-related cases.

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.

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. Whilst the position is predominantly agile, there may be requirements to work from a council building, attend courts and tribunals or on street within the borough.

People Management Responsibilities:

N/A

Relationships:

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Liaise with Magistrates' and County Courts as appropriate to ensure suitable and sufficient time is available to progress parking-related cases.

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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

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. 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). 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 or post to 5 Pancras Square, London, N1C 4AG,