

# Process Officer

**Salary Range: £36,141 - £40,817**

**Grade: Level 3 Zone 1**

**Location: 5 Pancras Square**

**Reports to: Process Specialist**



# 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.

## The things you'll achieve

- Through the application of legislation, policies and discretion you will show that each case is considered on its own merits and that Camden provides a fair but firm approach to those who encounter Parking Operation's services.
- This role initially involves responding to correspondence for straightforward Penalty Charge Notices (PCNs) but you will be involved with other areas of the Council's Parking Operations services.
- You will be managing your own workload, making decisions independently whilst developing your understanding to answer more complex enquiries and presenting appeals to an independent environment and traffic adjudicator.
- There are various pathways into the different facets of parking and traffic operations and you will be supported through personal development and the many training opportunities that are provided to move into other areas within Parking Operations.
- You will become pro-active in engaging with the service to make improvements to our processes and procedures especially for customers interacting with the service.

## Experience or transferable skills

- Capacity to learn and retain information in an organised manner especially complex legislation.
- Apply decision making experience to various scenarios.
- Demonstrate attention to ensure responses are accurate and explanatory.
- Excellent grammar and communication skills to structure correspondence in a clear and concise manner.
- Ability to work independently and manage achievable targets.
- Demonstrate ability to sustain high quality and customer focussed output.
- Excellent team player who enjoys working in a collaborative manner.

## Desirable qualities

- The ability to learn and retain information quickly.
- The ability to apply a customer focussed, right first-time approach to the role.
- This role requires you to work independently as well as being a part of a larger team.
- You will have a passion to apply investigative and analytical skills to the role.
- You will enjoy providing a high level of customer service to both the residents of Camden and our visitors.

## People management

*This role does not require you to manage any officers. You will be responsible for managing your own workload*

## Work environment

*The Parking Operations team is based at 5 Pancras Square (5PS) providing extensive transport links. We offer a range of flexible working arrangements depending on circumstances and performance with training provided in the office and online through Microsoft Teams. Although flexible working patterns differ within the team, we have an excellent team environment with daily communications via Microsoft Teams and regular online team wide meetings.*

## Who you will be working with

*You will be working within an excellent team of around 30 officers and reporting to your assigned Process Specialist. Our Quality Officers will provide training both in person and online.*

**The application process** *will involve an interview and a written task to allow you to highlight your transferable skills.*

# Who we are

## 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 those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

## 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.

## Asking for Adjustments

Camden is committed to making our recruitment practices 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)

