

Process Specialist

Salary Range: £44,579 to £50,706

Grade: Level 4, Zone 1

Location: 5 Pancras Square

Reports to: Ian Vail, Process and Investigations Manager



About the role

You will be supporting Camden's Parking Operations by primarily managing a team that responds to penalty charge notice challenges and identifies permit enquiries, complaints, freedom of information and data protection requests and member enquiries to ensure that any investigations and responses are fair and proportionate.

You will need to lead a large team and will be working in a supportive and collaborative management team promoting wellbeing and a duty of care for our officers, as well as our residents, businesses and motorists who engage with the service. General activities include recruitment and selection of new officers, performance management, monitoring workflow to ensure efficient distribution of resources; and providing or securing technical guidance and staff development.

You will ensure corporate objectives are met and clearly conveyed to our customers to ensure the reputation of the Council and its members is not impacted in what can be publicly perceived as a highly contentious Council service.

You will be engaging with other Council services, stakeholders, organisations and businesses that support the service including reviewing and improving on current service delivery using digital solutions to their maximum effect. You will also engage with key Council support services - human resources, legal, finance and procurement – to ensure due process is maintained in the delivery and management of the service.

The things you'll achieve

- To lead and provide specialist advice in delivering a framework for the effective response to customer enquiries, complaints, freedom of information, Councillor/Member of Parliament enquiries and service requests on behalf of the Council.
- Act as Camden's specialist on the parking administrative and appeals process, including all relevant parking legislation and policy. Especially, how equalities and data protection legislation apply to the day to day running of the service.
- Develop new strategies to improve processes and procedures within the parking customer function.
- Organise and where appropriate deliver training on policy or legislation change.
- Support the team to ensure the Council is represented properly at court and tribunal hearings, obtaining documentation and information as needed from other areas of the service.
- Ensure all advice given to customers is accurate, reliable and consistent and that advice is properly recorded, disseminated to correct teams, and held against appropriate records, with a clearly accessible audit trail.
- Collate and report management information, including monitoring, identifying causes of complaints and action as necessary to prevent recurrence and improve customer care.
- To manage a variety of parking contracts which relate to services provided by external suppliers.

About you

Experience or transferrable skills

- *Management experience of providing a customer focussed service.*
- *Ensuring wellbeing of colleagues, by making them aware of HR policies and applying those policies where needed.*
- *Ability to work collaboratively with others to ensure best practice and sharing of information.*
- *Communication skills that promote good working relationships with colleagues and customers.*
- *Understanding of how guidance, legislation, policies or similar is applied to the day to day running of a service.*

You have

- *Ability to work well in a team.*
- *Resilience to manage changes to day-to-day operations.*
- *Ability to manage a hybrid working pattern effectively, and ensure staff also manage their working pattern.*
- *Ability to apply a customer focus to you and your team's day to day activities.*
- *Ability to manage complex and contentious enquiries.*
- *Ability to identify inefficiencies and implement process improvements to enhance productivity and quality.*

Other important information...

People management

You will be one of three team leaders managing a team of up to ten Process Officers each.

Work environment

You will be mainly based at 5 Pancras Square. Parking Operations has another office on Regis Road, Kentish Town that you may be asked to work at from time to time. You are expected to work from 5 Pancras Square at least one-two days a week.

Who you will be working with

Parking Operations is a large service with four core service areas. You will be working in the Process and Investigations Team and reporting to Ian Vail, Process and Investigations Manager and working alongside our Parking Investigation and Quality Teams.

The application process

Please submit an expression of interest which will be reviewed and if shortlisted you will be asked to come in for an interview.

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

