**Job Capsule Supplementary Information: Investigations Expert**

**This supplementary information for theInvestigations Expertis for guidance and must be used in conjunction with the Job Capsule for Job Family: Customer Services Job Zone: Level: 4 Zone: 2**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

Provide expert advice and guidance to the parking service and leadership family on the functions of debt recovery and parking fraud investigations. Ensure that a framework is in place to provide efficient processing of debt recovery, statutory declarations, blue badge fraud investigations and penalty charge notices as well as related appeals, complaints, enquiries and service requests from the wider parking service in a professional and timely manner.

**Example outcomes or objectives that this role will deliver:**

* To lead and provide expert advice to the parking service, directorate parking board and leadership family in delivering all parking debt recovery and fraud investigations on behalf of the council
* Act as Camden’s expert on the debt recovery process and fraud investigations, including all relevant legislation and policy
* Organise and where appropriate deliver training on policy or legislation change.
* Resolve complex and contentious decisions.
* Represent the council and ensure the council is represented at court and tribunal hearings.
* Develop new strategies to improve processes and procedures within debt recovery and fraud investigation, for example for preventing fraud and identifying persistent evaders.
* 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.
* Responsibility for providing advice to the wider parking service regarding recruitment and selection, MIP, and staff development. Manage individual case loads and monitor workflow to ensure efficient distribution of resources to fulfil service requirements.

**People Management Responsibilities:**

While there is no direct line management responsibility, the post holder will be expected to manage people at various levels of the organisation to successfully deliver service wide projects.

**Relationships;**

* Leadership family
* The Directorate Management team
* Officers across the council
* Officers in other local authorities
* Residents, businesses and citizens
* Specialists in other service areas: Procurement, IT, Legal etc.
* Elected members, the cabinet and Scrutiny Committee members.

**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.

**Technical Knowledge and Experience:**

* Expert knowledge of relevant debt and fraud legislation and Camden’s controlled parking policies and processes and relevant experience in debt recovery processes and fraud prosecution and dealing with magistrates’ courts and tribunals
* Expert knowledge of policy and process relevant to complaints and enquiries, including government ombudsman procedures
* Understanding of the financial and social impacts of relevant parking processes on individuals and the Council
* Excellent attention to detail and ability to manage high volumes of detailed correspondence to a high degree of accuracy
* Ability to acquire and communicate expert knowledge in the relevant areas in order to advise and train members of the wider parking team
* Ability to communicate complex information both verbally and in writing to a wide range of audiences, including elected members and the public
* Ability to manage budgets according to financial regulations

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>

**Structure Chart**