

Job Capsule Supplementary Information: Quality Officer

This supplementary information for Quality Officer is Job Zone: Level 3 Zone: 2

Camden Way Category 3

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:

To use broad knowledge of the parking service to provide an expert advisory and case handling function that efficiently processes a range of complex and/or politically sensitive correspondence. Taking a proactive approach towards developing quality monitoring practices across the service to ensure a high standard of customer service is delivered.

Example outcomes or objectives that this role will deliver:

- Work collaboratively to investigate and respond to a wide variety of correspondence and telephone enquiries including but not limited to the following: member's enquiries, complex challenges, complaints and Ombudsman enquiries, compensation requests, PATAS referrals, legal claims, and FOI/DPA/SAR requests. Responses will be of high quality with outcomes shared across the service and across council for learning and improvement purposes.
- Design, develop and deliver training across the service where this has been identified through needs analysis or a trend showing a need for improved service delivery, to enable the service to achieve its aim of dealing with enquiries and complaints at the first point of contact.
- Provide policy and legislative advice and support to all teams within the service and across the council in a timely and professional manner, ensuring that parking web pages are updated as part of a wider driver education programme.
- Collate and report management information, including identifying causes of complaints and action necessary to prevent recurrence and improve customer care.
- Develop quality monitoring processes across the service and ensure that monitoring is completed in a timely manner, providing constructive feedback and identifying areas of improvement where applicable.
- Comprehensive understanding of the policy, procedural and revenue implications of developments in the parking industry.
- Contribute and assist in the delivery of parking projects, including: drafting project documentation; managing task lists, handing specific tasks as required; organising meetings with internal and external attendees, researching background for projects; drafting reports.

Relationships;

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, senior officers and members.
- to communicate with external organisations for example Local Government Ombudsman, PATAS, other local authorities, and parking related contractors.
- work closely with legal services to defend the council from challenges and ensure that any reputational risk is managed effectively in the process.
- 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 or providing training as appropriate
- have 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. 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:

- Comprehensive knowledge of relevant legislation and Camden's controlled parking policies and processes.
- Broad knowledge of policy and process relevant to complaints and enquiries, including government ombudsman procedures.
- Understanding of the financial and social effects of relevant processes.
- Excellent attention to detail and ability to manage complex case loads effectively, often for high level audiences.
- Experience of making accurate, considered decisions within broad guidelines and without close supervision.
- Able to provide advice and training to colleagues to increase their service knowledge.
- Communicate complex information both verbally and in writing to a wide range of audiences, including elected members and the public.
- Have worked effectively as a member of a team and developed positive working relationships with other staff across the department and council at various levels
- Experience in co-ordination of training or events, or other organisational, project management or project co-ordination roles.

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 select the attached [HERE](#)

Structure Chart

