Job description
Appeals & Admin Team Leader
Band 5

The post holder will be based at the Council's operational parking base in Bury St Edmunds but may also be required to work from our other bases in Newmarket and Stowmarket. You may also reasonably be required to work at any other of the Council's premises as required in order to meet the needs of the service.

Job purpose, key responsibilities and activities

- Responsible for the legislative management of the Penalty Charge Notice (PCN) process including decisions regarding written challenges and appeals in accordance with legislation including review of evidence from the enforcement officers and mitigating circumstances provided by the appellant which may be used as evidence in a Traffic Penalty Tribunal.

- Responsible for ensuring the Council is compliant will all relevant legislation in this process and adheres to legislative timescales.

- Management of PCN cases through to full debt recovery or closure of notice; liaising with the County Court, The Traffic Enforcement Centre and bailiffs when required

- Responsible for ensuring all communications from the public regarding all aspects of parking enforcement are dealt with in accordance with policy and procedures including calls and written correspondence of an abusive nature.

- Responsible for the departments financial processing including the raising of purchase orders and the paying invoices, and cash counting and reconciliation.

- Line management of the Appeals & Admin Officers and Cash Counting & Admin Assistant.

- Responsible for delivering a range of parking services including the sale and processing of season tickets, weekly tickets, parking suspensions, trade and statutory waivers and dispensations, staff parking schemes and ensuring all are processed within desired timescales.

- To manage and update the car parks website and social media channels to ensure accuracy and functionality.

- Manage DVLA data in accordance with DVLA audit requirements and GDPR.

- Prepare cases to be heard at the Traffic Penalty Tribunal and represent the council at the hearing if required.

- Reconcile all payments as required by audit processes, report and investigate discrepancies in machine income, complete banking procedures daily, investigate fraudulent use or misuse of permits.

- To deal with customers enquiries by telephone and email, and customer complaints.

- To ensure that the all administrative tasks are performed, including dealing with internal and external post, maintaining efficient filing systems both computerised and manual, and maintaining and ordering stationary supplies.

- Prepare FOI and other internal and external enquiries including Stage 1 and Stage 2 complaints and managing appropriate data sets and statistics in order to make written responses.

- To work closely with Suppliers including the Enforcement Case Management provider and Pay to Park provider to ensure best value for the Council and continual service improvement.

- To manage projects that enhance the service offering.

- To drive efficiencies within the service and ensure a high-quality service is provided to service users.

- Any other duties as may reasonably be required commensurate with the pay band.