

# Lancashire County Council

## Operational Context Form

<b>Post title: Technical Support Officer – Parking</b>					
<b>Directorate:</b> Lancashire Highways Service			<b>Location:</b>	Bamber Bridge	
<b>Establishment or team:</b>		Parking and Enforcement Team		<b>Post number:</b>	F-401-0004
<b>Grade:</b>	Grade 5	<b>Staff responsibility:</b>	No	<b>Essential Car user:</b>	No

### Scope of Work:

The Technical Support Officer role is key to ensuring Lancashire County Council meets its obligations under the Traffic Management Act 2004 and ensuring the processing of Penalty Charge Notices (PCNs) issued on Lancashire's highway network. The role includes:

- Processing PCNs after issue through to the closing of the ticket by cancellation or payment, including appeals at the independent Traffic Penalty Tribunal service.
- Undertaking various administrative functions within the parking service.

The post is a full time position (37 hours per week) and the normal working hours are between 8am till 5pm. The team's office base is at Bamber Bridge.

Technical Support Officers require excellent customer service skills and an ability to handle customers who are generally unhappy with receiving a parking or bus lane ticket. The PCN process is managed on dedicated software and a confidence in using computers is recommended. Alongside the PCN processing the team also administer residents parking permits, pay and display machines and general parking related enquiries. Good communication skills and an ability to work both unsupervised and as part of a team are essential to the role.

### Key Accountabilities:

1. Processing all incoming and outgoing mail items.
2. To process PCNs in line with the legislative process and other relevant working practices, procedures and policies.
3. To ensure that residents parking permits are issued correctly and in a timely manner to members of the public.
4. Dealing with enforcement requests and taking any follow up action which may be required
5. Responding to challenges and representations in accordance with the Traffic Management Act 2004.
6. Be aware of, understand and keep updated on all relevant policies and procedures which apply to the service.
7. Work effectively and collaboratively with other services and teams.
8. Deal with customer requests and complaints in a timely and professional manner giving accurate information to all relevant interested parties and stakeholders.

<b>Prepared by:</b>	Peter Bell	<b>Date:</b>	05/02/2019
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**The above form** sets out the area of work in which duties will generally be focused. Post holders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

**Equal opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

**Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

**Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

**Customer Focus**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

**Skills Pledge**

We are committed to developing the skills of our workforce.

Person specification		
Post title: Technical Support Officer – Parking	Grade: Grade 5	
Directorate: Lancashire Highways Service	Post number: F-401-0004	
Establishment or team: Parking and Enforcement Team		
Requirements	Essential (E) or Desirable (D)	Application form (AF), interview (I), test (T), or other (give details)
Qualifications		
GCSE grade A-C or equivalent in English and Mathematics.	E	AF/I
Experience		
Experience of working in an office environment undertaking a range of administrative tasks.	D	AF/I
Experience of using computers and Microsoft Word, Outlook and Excel.	E	AF/I
Experience of working as part of a team.	E	AF/I
Experience of working to both individual and team deadlines	E	AF/I
Experience of delivering excellent customer service	E	AF/I
Experience of working within an organisation dealing with parking enforcement.	D	AF/I
Knowledge and skills		
Good organisational skills including; prioritising workloads, decision making and time management.	E	AF/I
Effective written and oral communication skills	E	AF/I
Good attention to detail and skills which demonstrate thoroughness and accuracy in completing tasks.	E	AF/I
An ability to handle difficult customers in a calm and professional manner.	E	AF/I
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	I

**Date:** 05/02/2019

**Note:** We will always consider your references before confirming a job offer in writing.