



Role Profile

Job Title: Representation Officer	Role Profile Number:
Grade:	Date Prepared: January 2023
Directorate/Group: Operations Localities	Reporting to: Service Manager
Structure Chart attached:	Yes

Job Purpose

- To deal directly with all post-Notice to Owner matters while acting as a focal point for staff and customer enquiries on Traffic Regulation Orders.
- To achieve SBC time guidelines in respect of Representations received ensuring that all relevant information is provided to correspondents.
- To ensure Debt Registrations and Warrants of Execution are correctly processed in line with legal requirements. To act as liaison between SBC and Court Service and Enforcement Agents.
- To ensure that the Traffic Penalty Tribunal (TPT) are provided with Information Packs in respect of all Appeals that they accept. To act as the liaison, point between SBC and TPT and to ensure Adjudicator rulings are disseminated to all relevant SBC and Capita Management and Staff as well as other interested parties.
- To advise and direct Civil Enforcement Officers in compliance with parking regulations and exceptional variations.
- To liaise and respond to MP's, Portfolio Councillors, Ward Members, Parish Councils, Media, Police, Consultant organizations, public and service areas within the council concerning all matters appertaining to parking.

Key Accountabilities

- Supply members of the public and colleagues with parking policies and procedures, including interpretation of Traffic Regulation Orders ensuring compliance with legal requirements and guidelines.

- Organise and monitor to ensure that all documentation is dispatched within legal guidelines
- Evaluate appropriate action following receipt of formal Representations. Investigate all documentary, circumstantial and mitigating evidence. Provide decision based upon SBC and legal guidelines and using own judgement and knowledge while considering financial and non-financial risks to SBC. Issue Rejection Notices in accordance with legal guidelines or notify registered keeper where decision to cancel Penalty Charge Notice is made.
- Provide evidence packs in respect of Appeals accepted by the TPT for their review and decision.
- Arrange for the registration of outstanding debts and warrants of execution with the Court Service. When authority received, communicate to registered keeper complying with Court guidelines. Attend County Court to present documentation and SBC evidence to District Judge.
- Arrange for the issue of Orders of Recovery to respondents and the issue of Warrants of Execution to Bailiffs within legal timescale.
- Advise Bailiff as necessary during enforcement of Warrants ensuring that SBC policies and interests are respected.
- Arrange with the Court for warrants to be re-issued based on change of address supplied by Enforcement agents.
- Undertake quarterly meetings with the Enforcement Agents Account manager to discuss performance and issues.
- Inform Civil Enforcement Managers and Team of requirements under Traffic Management Act 2004 and manage Swindon Borough Council's performance under that legislation.
- Collaborate to maintain a productive and positive relationship with Capita and its staff connected to Parking matters. To liaise with Manager/Supervisor on improvements to service delivery and increased customer satisfaction.
- To monitor and manage the Service Level Agreement. Ensuring that the department shares knowledge and assists with all processes when required. All policy and procedural information to be shared.
- Manage and correct status of Penalty Charge Notices held on computer system. Bring examples of repeated errors to relevant Supervisor/Manager.
- Communicate with principle retail organisations and the Police on matters of mutual interest and public safety.

- To attend TPT personal hearings as representative of SBC when cost effective.
- To conduct interviews, in person or by telephone to discuss Penalty Charge Notice queries with members of the public, which are of a more technical or difficult nature and cannot be satisfied by contact centre.
- To provide and maintain reports as requested by Management
- To manage responses to pro-active cases on behalf of SBC and/or it's Directors, Councillors.
- To establish any personal training needs and communicate them to Line Manager.
- Be appraised by Line Manager.

Supplementary Accountabilities

- Hold configuration rights to Debt Management System including the setting of time restrictions and the make-up of standard correspondence.
- Maintain, monitor and control access to Debt Management System.
- To liaise with IT supplier to allow installation of upgrades
- All Jobs have the responsibility to comply with the Directorate Health & Safety Policy and with Swindon Borough Council's Policy on Diversity.

Knowledge & Experience

The Preferred Candidates will have substantial knowledge and experience in the following areas of business and maybe required to provide evidence of this:

- Knowledge of legislation and parking regulations relating to parking enforcement.
- Experience of operating Information Technology systems.
- Knowledge of Court Service and preparation of Court papers.
- Knowledge of Traffic Penalty Tribunal and preparation of Information Packs.
- Experience of dealing directly with the public in potentially stressful, confrontational situations.
- Experience of supervision.
- Knowledge of office administration including the compiling of letters and provision of reports.

Qualifications/ Skills

- Good customer care training as may encounter awkward customers. (In house training is provided)
- PC literate
- Experience of office administration and writing letters and compiling and provision of reports.

Decision Making

- The role needs to make decisions on a constant and consistent basis on the outcome of Representations and Appeals against Penalty Charge Notices. The decision needs to be based upon SBC and legal guidelines and using own judgement and knowledge while considering financial and non-financial implications to SBC. The public, and Adjudicators, should see decisions on Representations as fair and

impartial with due consideration given, and seen to be given, to grounds of mitigation.
 A decision should be arrived at before any cases can be registered as a debt or a Warrant of Execution be requested from the Court Service. The decision should be based upon the impact upon SBC.

Creativity and Innovation

- The role is required to step outside of strict SBC guidelines where it is considered that the Authority’s best interests would not be served, particularly in terms of public perception, by the continuation of a particular Penalty Charge Notice.
- To anticipate consequences of changes in interpretation of SBC Parking policies particularly in regard to Adjudicator.

<u>Job Scope</u> Number and types of jobs managed <ul style="list-style-type: none"> • 0 Typical tasks supervised/allocated to others <ul style="list-style-type: none"> • Reporting of defects or failure of traffic regulation orders to other SBC departments • Co-ordination of discrepancies of Traffic Regulation Orders to the Operations team • 	Budget Holder Responsibility Asset Responsibility:	No . None
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Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Contacts are maintained within SBC with the Traffic Department, Legal Services and Highway Management. In addition, strong ties need to maintained with the Operational Team and Performance Monitoring within Parking Services.
- Externally communication is essential with the Traffic Enforcement Centre and the Traffic Penalty Tribunal

Other Key Features of the role *(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)*

- Office Based with minimal visits to Sites

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	