

<b>Title</b> <b>CPE Process Assistant</b>	<b>Department</b> <b>Place</b>	<b>Post Ref.</b>
<b>Job Purpose</b> To undertake various administrative tasks necessary for the efficient processing of Penalty Charge Notices associated with the Civil Enforcement of Parking.		
<b>Key Responsibilities</b> <ol style="list-style-type: none"> <li>Administration of Penalty Charge Notices, payments and associated legal documentation necessary for administration of the Traffic Management Act 2004.</li> <li>Administration of various permits including taking payments as required.</li> <li>Assist in the reconciliation of cash and other income received by the CPU through the processes of the cash office.</li> <li>Assist in the monitoring of income in statistical and graphical form, providing management information as requested.</li> <li>Assist in the recording of mail.</li> <li>As part of a team, deal with enquiries by customers (internal and external) by telephone, in person or by letter, in respect of Penalty Charge Notices.</li> <li>Obtain and record statements from the Civil Enforcement Officers, verifying the accuracy of the details on Penalty Charge Notices, to enable District Councils to pursue the notices.</li> <li>Word processing of correspondence, reports and other documents by audio or other methods.</li> </ol>	<b>Key Accountabilities</b> <ol style="list-style-type: none"> <li>To ensure the effective and efficient administration of Penalty Charge Notices and permits and that approved administrative and financial procedures are observed.</li> <li>To ensure that the CPU Section Leader is made aware of any issue which may jeopardise the civil enforcement operation.</li> </ol>	

- |  |  |
|--|--|
| <p>9. Responsible for office stationary and other supplies and organising maintenance provision of office equipment including photo-copiers, scanners and shredders.</p> <p>10. Any filing duties necessary to support the general administration of Penalty Charge Notices.</p> |  |
| <p><b>The post holder will perform any duty or task that is appropriate for the role described</b></p>   |  |

<b>Person Specification</b>	
<b>Education and Knowledge</b> <ol style="list-style-type: none"> <li>1. GCSEs including Maths and English</li> <li>2. A good understanding of customer care requirements</li> </ol>	<b>Personal skills and general competencies</b> <ol style="list-style-type: none"> <li>3. Puts into practice the Council's commitment to excellent customer care.</li> <li>4. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.</li> <li>5. Works well with colleagues but also able to work on their own initiative.</li> <li>6. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration</li> </ol>
<b>Experience</b> <ol style="list-style-type: none"> <li>7. Experience of working within a customer care environment.</li> <li>8. Experience of handling correspondence and telephone calls to strict deadlines.</li> <li>9. Experience of handling and banking cash and other income received.</li> </ol>	
<b>Role Dimensions</b> <ol style="list-style-type: none"> <li>10. The administration of approximately 160,000 PCNs and 25,000 Permits annually as part of a team.</li> <li>11. Responsible for adhering to approved financial and administrative procedures</li> </ol>	
<p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date