



<b>Title</b> CPE Process Assistant	<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>1. Administration of Penalty Charge Notices, payments and associated legal documentation necessary for administration of the Traffic Management Act 2004.</li><li>2. Administration of various permits including taking payments as required.</li><li>3. Assist in the reconciliation of cash and other income received by the CPU through the processes of the cash office.</li><li>4. Assist in the monitoring of income in statistical and graphical form, providing management information as requested.</li><li>5. Assist in the recording of mail.</li><li>6. 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>7. 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>8. 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>1. To ensure the effective and efficient administration of Penalty Charge Notices and permits and that approved administrative and financial procedures are observed.</li><li>2. To ensure that the CPU Section Leader is made aware of any issue which may jeopardise the civil enforcement operation.</li></ol>	

9. Responsible for office stationary and other supplies and organising maintenance provision of office equipment including photo-copiers, scanners and shredders.

10. Any filing duties necessary to support the general administration of Penalty Charge Notices.

**The post holder will perform any duty or task that is appropriate for the role described**

**Person Specification**

**Education and Knowledge**

1. GCSEs including Maths and English
2. A good understanding of customer care requirements

**Experience**

7. Experience of working within a customer care environment.
8. Experience of handling correspondence and telephone calls to strict deadlines.
9. Experience of handling and banking cash and other income received.

**Personal skills and general competencies**

3. Puts into practice the Council's commitment to excellent customer care.
4. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.
5. Works well with colleagues but also able to work on their own initiative.
6. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration

**Role Dimensions**

10. The administration of approximately 160,000 PCNs and 25,000 Permits annually as part of a team.
11. Responsible for adhering to approved financial and administrative procedures

*Please attach a structure chart*

Date