

# Job description

Post title:	Correspondence & Appeals Officer
Service area:	Public Realm
Grade:	SO1
Reports to:	Team Leader
Your team:	Correspondence and Appeals
Number of supervisees:	None

## Our ambition

We're determined to make Islington more equal. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

## Our values and behaviours

'Be Islington' is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to 'Be Islington' – playing their part in working together for a more equal borough and to always be collaborative, be ambitious, be resourceful, and be empowering ('CARE').

## Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a more equal borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a more equal workplace and foster a culture which empowers all staff to challenge inequality.

Equality is at the heart of what we do. We want to celebrate and embrace our differences by:

- Ensuring our workforce is representative of the people we work on behalf of, our residents
- Creating equitable working environments and diverse teams
- Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
- Getting to know people and their differences
- Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures

## Key responsibilities

1. To deal with all written enquiries/representations, appeals or statutory declarations received from members of the public in relation to Penalty Charge Notices, and to draft replies to Members' enquiries as required. To deal with transfer of liability in Change of Ownership/Contract hire; payment related enquiries; enquiries/representations with cheques attached.
2. To ensure that objections to enforcement action are assessed in accordance with the relevant legislation, regulations, traffic orders, the ALG Code of Practice and Islington's policy on parking enforcement. To understand and implement the various sections of all relevant parking legislation and Council policy.
3. To ensure that all correspondence is compiled in accordance with best practice and in an empathetic Plain English style, where the correspondent is made to feel their concerns or complaints have been properly considered.
4. To attend personal appeals sessions at the Environment and Traffic Adjudicator or at local or County Courts to represent the Council as may be directed by line management.
5. To authorise the cancellation of penalty charge notices and to initiate refunds of payments on penalty charge notices and clamp and removal cases in appropriate circumstances, in accordance with the formal cancellation policy document, and in accordance with the stipulated timescales.

## Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

## Budget responsibilities

None

## Work style

Flexible/Office-Based/Remote Working

# Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

## Assessment Guide

A = Application

I = Interview

T = Test

## Essential criteria

### Experience

Essential criteria	Criteria description	Assessed by
E1	Experience of dealing efficiently with large volumes of correspondence and prepare replies as required, bearing in mind the need for customer care/quality and the Council's policy on Plain English.	A/I
E2	The ability to deal with complex and difficult telephone and face to face situations where personal abuse could be generated by the caller.	A/I
E3	The ability to investigate, prepare and present evidence in cases where meeting deadlines is vital to the Council's case.	A/I/T
E4	The ability to understand and implement a working knowledge of the Council's controlled parking policies and the criminal and civil law relating to all aspects of parking, and to demonstrate an awareness of the need for such policies and law.	A/I
E5	The ability to construct complex letters in a clear and concise and timely manner, in accordance with Plain English standards.	A/I/T
E6	The ability to disseminate complex enquiries or complaints and to construct pertinent responses to such complaints in such a manner that all ambiguity is removed and any secondary correspondence is minimised.	A/I/T
E7	The ability to identify potential areas of abuse	A/I

Essential criteria	Criteria description	Assessed by
	in parking matters and take preventative action.	
E8	The ability to work with others to ensure a positive image for the Section, and to demonstrate an awareness of the need for such an image.	A/I
E9	The ability to work within and promote the environmental and sustainability policies and practices of the Council.	A/I
E10	Ability to carry out duties in accordance with the Council's Health and Safety Policy.	A/I
E11	Ability to adhere to the Council's Dignity for All policy.	A/I

## Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor's Good Work Standard, Stonewall Diversity Champion, and Time to Change.

