

If you would like to apply please email vacancies@lbbd.gov.uk with your CV, the job vacancy you are interested in and how you heard about the vacancy.

Job Profile

Directorate:

Job Title: Challenge Officer	Culture & Community
Main Purpose of the Job/Key Objectives:	
<ul style="list-style-type: none"> • To contribute to the Civil Parking Enforcement Challenge service so that it delivers a high quality service that is compliant with the requirements of applicable legislation • To maintain and input into systems and processes that underpin and progress the Challenge function and that inform the Council's Civil Parking Enforcement Processing System, Customer Relationship Management system and the Internal Shared Services system • Ensure the Challenge function delivers outputs within, and in accordance with established policy and legislative frameworks, processes and predetermined deadlines 	

Job Context:

1. The postholder reports to: **Challenge Co-Ordinator**
2. The postholder has the responsibility for delivering the Council's Challenge function to ensure legislative compliance and the delivery of time sensitive outputs.
3. The postholder will, where necessary, also provide support and cover within other service areas of T&PC
4. The postholder may be required to work outside 'normal' office hours as required up to 36 hours per week and to hold a full driving licence and have access to a vehicle with appropriate insurance cover

Experience

- Experience of working within a Traffic & Parking Control environment operating civil parking enforcement, car parking facilities and traffic management schemes design and management
- Experience of operating a civil parking enforcement management/processing software system and/or other strategic information management system relevant to role responsibility and of County Court procedures
- Experience of the statutory guidance of the Traffic Management Act 2004 sufficient to undertake the administrative, enforcement or other duties under the aforementioned piece of legislation

Qualifications

- None

Working conditions/circumstances

- Willing and able to work outside of core hours
- Ability to work individually or as part of a team
- Current driving licence and access to own car

Key Accountabilities and Result Areas

Key Result Area	Expected End Result
Effectively manage self-performance and quality outputs	StreetCare's Business Plan aims and objectives specific to Traffic & Parking Control are met and that outputs are accurate and sustainable
Resources and priorities effectively and efficiently managed	Working priorities are self-managed to achieve optimum performance and customer service
Personally influence change and the improvement of outputs and methodologies	Suggestions for partnership working and improved processes that will deliver improved effectiveness and efficiencies are made, either ad hoc or via the PDR process, and are followed through
Continued training and professional development	Personal development and training undertaken and successfully completed

Competency Profile

Competency	Level	Criteria to be Evidenced (Description)
Communicating openly and effectively	B	<ul style="list-style-type: none"> <input type="checkbox"/> Considers in advance the differing needs of others and adapts style accordingly, using appropriate language and methods of communication <input type="checkbox"/> Communicates clearly and influences well under pressure, using a range of methods to influence others, e.g. explains benefits and willingly gives and shares relevant information with others. <input type="checkbox"/> Summarises information to check understanding <input type="checkbox"/> Expresses thoughts and ideas clearly and consistently and objectively discusses options <input type="checkbox"/> Approachable and responsive to people's needs
Delivering excellent customer service	B	<ul style="list-style-type: none"> <input type="checkbox"/> Proactively gathers information about customers and consistently seeks to establish and meet their current and future needs <input type="checkbox"/> Analyses and understands delivery and range of services, providing solutions to individual customer needs <input type="checkbox"/> Develops and maintains constructive relationships with customers

<ul style="list-style-type: none"> • Takes pride in delivering high quality services and seeks to expand own skills • Constantly questions “how will this benefit the customer?” • Seeks customer feedback to identify ways to improve customer experience 		
<p>Is open to new ideas and takes account of other people’s points of view and ideas. □ Contributes positively to the change process and sees change as an opportunity to improve performance and customer service □ Recognises the impact of change on others</p> <p>Managing Personal & Organisational Change</p> <p>and supports them through it</p> <p>Uses an awareness of the bigger picture along with common sense to interpret and implement policy.</p> <ul style="list-style-type: none"> • Identifies opportunities for change □ Learns from experience and others and uses opportunities to acquire new skills and improve knowledge • Assumes personal responsibility for achieving outcomes and making appropriate decisions 	<p>B</p>	
<ul style="list-style-type: none"> • Monitors and evaluates own performance against targets • Develop new ways of working to achieve results <p>Achieving Results and Success</p> <p>example to others and delivers what they agree</p> <ul style="list-style-type: none"> • Is consistently positive and remains focused and flexible when faced with competing demands and priorities 	<p>B</p>	
<ul style="list-style-type: none"> • Allocates time and resources to reflect priorities • Seeks information to aid decision making • Plans and prioritises workload to ensure deadlines are met through busy periods • Monitors and adjusts plans as necessary <p>Planning and</p> <p>Communicates the plans to appropriate staff /</p>		
<p>Implementing</p> <ul style="list-style-type: none"> • Makes effective use of time 	<p>B</p>	<p>stakeholders</p>

- Balances short term requests with long term priorities
- Determination and commitment
- Develops a culture of Equality and Diversity
- Empowers people to achieve best practice in this area

Respecting Others

C

this area

- Adapts to different audiences
- Demonstrates integrity and consistency in

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decision making

		<ul style="list-style-type: none"> -Ensures team members value diversity -Demonstrates clear and consistent leadership in promoting equality and diversity -Ensures full access to services for all -Responds efficiently and appropriately where there is evidence of unfairness -Respects confidentiality wherever appropriate -Challenges inappropriate behaviour -Upholds a high standard of fairness and ethics in words and actions
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Additional Requirements:

- The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training
- Comply with Health and Safety Regulations associated with your employment
- Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this
- To treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees access to and use of the council's databases, any breach of which will be regarded as subject to disciplinary investigation
- You may be required to work at any Council site
- Demonstrate a flexible approach in the delivery of work within the service area. Consequently, the postholder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post

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