JOB DESCRIPTION

Job Title: Appeals and Representations Officer **Service**: Economy and Environment	**Post No**: TBC **Section**: Parking Services	**Hoople Band**: **Location**: Blueschool House Hereford

Organisational information:

Responsible to:
Responsible to: Senior Appeals and Representations Officer and Parking Services Manager,

Key relationships/Functional links with,

Internal: Traffic Management, Legal Services, Customer Services, Civil Parking Team.

External: Chipside, Traffic Penalty Tribunal, Traffic Enforcement Centre, Enforcement Agents, Court offices, Voluntary Agencies, Customers, Citizens Advice Bureau, other Local Authorities and clients of Hoople Ltd, Balfour Beatty

Main Purpose of Job:

- Dealing with all queries (written and verbal, including online), challenges, representations and appeals in respect of Penalty Charge Notices in accordance with policy.
- Dealing with all recovery actions and progressions in respect of all unpaid Penalty Charge Notices
- To maintain and update the Chipside database used in relation to the collection and recovery of all unpaid Penalty Charge Notices
- Liaising with external agents, Chipside and the Civil Parking Team in the set-up of resident parking schemes on Chipside
- Issue resident and visitor permits, including where applicable dealing with cheques, the subsequent recording of those cheques for onward transmission to cash management.
- Assess and process Moving Traffic Enforcement cases to their correct legal stage as appropriate.
- Assessment of, and the eligibility of payment plans in respect of recipients of Penalty Charge Notices according to departmental guidelines.

Main Responsibilities / Accountabilities:

The jobholder will be expected to complete the responsibilities / accountabilities effectively in order to deliver the key objectives of the organisation:

- Ensuring the accuracy of the Chipside database for actions relating to the collection and recovery of unpaid Penalty Charge Notices.
- Responding to written and verbal customer queries including, challenges, representations and at Traffic Penalty Tribunal.
- Assessing Moving Traffic Clip recordings and processing correctly within legal guidelines.

- Dealing with the recovery of unpaid Penalty Charge Notices in a timely manner and in accordance to relevant legislation
- Direct liaison with the Council's Enforcement Agents and dealing with customers whose debts may be with those agents.
- Dealing with the set-up of resident permit schemes and issuing resident and visitor permits and taking payments for said permits.
- Recording and processing cheque payments made in respect of Penalty Charge Notices by entering data on to Chipside before onward transmission to cash management

Job Activities	**Frequency:**
• Communicating with internal and external customers on the telephone and in writing in relation to queries.	Daily
• Dealing with all challenges, representations and appeals appropriately within given timescales and were necessary within timescales detailed in legislation	Daily
• Dealing with all recovery actions for unpaid Penalty Charge Notices in a timely manner and in accordance to legislation. Including the handling of monetary Cheques in regards of payment of PCN.	Daily
• Respond to letters received after Charge Certificates and Orders for Recovery have been issued	As required
• Check cases for debt registration and warrants of execution and progress as appropriate	Weekly
• Case referrals to the Senior Appeals and Representations Officer and in their absence to the Parking Services Manager.	Daily
• Actively participate in promoting good team working, motivation and co-operation.	Daily
• Participate in team meetings to ensure that issues relating to efficient and effective service provision are identified, discussed and resolved where appropriate.	On-going
• Participate in the setting and achieving meaningful and challenging performance indicators.	On-going
• Implement change as appropriate.	As required
• Identify areas for personal development and training in conjunction with the Senior Appeals and Representations Officer.	On-going
• Setting up resident parking schemes on Chipside by liaising with external agents and Chipside.	As required
• Issuing all resident and visitor permits promptly and deal with public queries re policy and availability and eligibility.	Daily

Other information:

1. The post holder will be required to comply with the organisation's policies and procedures, and to undertake all mandatory training as required.

2. All employees must be able to commit to Herefordshire Council's / Hoople equality policy and values, treating colleagues and customers with dignity and respect. All forms of bullying and harassment, and the use of inappropriate language, are unacceptable.

3. This Job Description covers the main duties and responsibilities of the job and will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the organisation.

4. Other activities commensurate with this Job Description may from time to time be undertaken by the post holder.

5. In order to recruit the best people for our organisation, all requests for flexible working arrangements will be considered, and we offer a fully inclusive and accessible recruitment process.

6. The organisation has a no smoking policy. Staff are not permitted to smoke on any of the organisation's premises nor in any vehicle used on organisation business.

Manager Signature:		**Date:**	
Manager Name:	Michael Barnes	**Job title:**	Parking Services Manager

Date Job Description last reviewed: October 2025