

Job Description

Job Title	Blue Badge Enforcement Officer
Directorate	Neighbourhoods and Housing
Service Area	Parking Services
Grade	6
Competency Level	1
Salary	£33,024 - £37,336
Job Type	Field Based
Location	Liverpool Citywide
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	
Job Number	PO06

Context

Parking Services has a statutory duty to enforce parking restrictions on roads and car parks under the Road Traffic Act 1991 and the Traffic Management Act 2004, particularly the recent Traffic Management Act Part 6 which authorises the enforcement of moving traffic offences. Therefore, the parking services staff contribute greatly to the improvement of road safety, the reduction of traffic congestion, enhanced accessibility for road users, especially for those who are vulnerable.

Job Purpose

The Blue Badge Enforcement Officer will administer an efficient and effective delivery of Blue Badge enforcement and investigations, in relation to the fraudulent use, abuse and misuse of the Blue Badge Scheme, with a fair, accurate and consistent manner within the Liverpool City Council's parking service. They will also coordinate responses to any appeals of Blue Badge confiscations and prosecutions, ensuring all forms of correspondence are compliant with Statutory guidelines and GDPR expectations.

They will also assist the Blue Badge Enforcement Manager in all operational requirements and offer support to the public through solving parking related matters. Under the Blue Badge Enforcement Manager's direction, they may undertake compliance visits and spot checks to identify any misuse or fraudulent use of Blue Badges as well as, following investigations and preparing investigations to prosecute under the relevant legislation and policies.

Directly Responsible For:

Not applicable

Directly Responsible To:

Blue Badge Enforcement Manager

Main Areas of Responsibility:

- To support the daily operational activities alongside other Blue Badge Enforcement Officers, including external partners from multi-agency enforcement initiatives
- To prepare high-quality, accurate and timely reports, briefings and minutes for scrutiny committees, panels, task groups and other allocated meetings. To be

the lead role in the effective management of the Blue Badge fraud investigation and prosecution process within the Shared Parking Service

- To develop the Blue Badge misuse campaign strategy and assist with draft policies on such matters
- To manage the investigations into improper use and wrongful ownership of Blue Badges and report cases to the parking services enforcement teams or local authorities
- To lead all investigations into possible Blue Badge misuse, establishing key facts and preparing cases for prosecution
- To be the prime contact for key legal practitioners, including lawyers, solicitors and fraud teams
- To attend court when necessary to advise solicitors and lawyers during prosecutions
- To work with members of the council and liaise with the Council's communication team to draft and distribute press releases
- To ensure the establishment of positive liaisons and relationships with colleagues and users of the parking service, and be flexible and responsive to working times, patterns, locations and changing processes when necessary
- To regularly prepare criminal cases and present evidence as required, to address breaches of the legislation; provide witness statements and make occasional court appearances to support the misuse of a Blue Badge or vehicle / parking prosecution
- To be aware of different types of Blue Badge Fraud, in order to be able to correctly identify and investigate the different offences, such as misuse, counterfeits, stolen badges and ineligible owners
- To stay up to date with current parking regulations and legislation in order to accurately identify cases of fraudulent Blue Badge use and undertake the correct enforcement procedures

- To participate in any appropriate training and development concerning Civil Parking Enforcement, Blue Badge Enforcement or Health and Safety to ultimately improve effectiveness, efficiency, and delivery of service
- To hold clear accountability for self and team results and the ability to motivate and encourage others, identify improvement opportunities, and overcome challenges to success
- To represent the council and the parking services team in a professional manner, providing parking related as well as, general advice to members of the public and other local authorities when attending meetings and appearing in court
- To act upon and handle complaints and enquiries from members of the public and councillors in accordance with service standards whilst remaining independent and objective from the interests of applicants and residents
- To diligently handle sensitive and complex queries and situations involving third parties varying from Law Enforcement to members of the public
- To be aware of the Council's responsibilities under the Data Protection Act for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply
- To perform any other relevant duties as may be necessary from time to time which are commensurate with the grade including those which are in the interest and / or improvement of the service, or in response to the exigencies of the service

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Ensuring that your work complies with all statutory requirements, Standing Orders and Financial Regulations of the City Council
- Maintaining proper stewardship of the Council's assets and reporting any financial risks
- Maintaining up to date financial records on the Corporate Finance System.
- To ensure line managers receive integrated performance and financial information about their service and bringing to their attention any material issues that might impact on the financial performance or financial management arrangements of the Council

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Completion of dynamic risk assessment as and when required
- Viewing monitors / screens for extended periods

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally

- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Good general standard of education including Maths and English (A,E)

Desirable

- GCSEs at Grade C/4 or above in Maths and English, HNC or NVQ Level 3 or equivalent in a relevant subject
- Knowledge of the following Acts of Parliament relating to the work undertaken by the parking service:
 - The Traffic Management Act 2004
 - Chronically Sick and Disabled Person Act 1970
 - The Road Traffic Act 1991
 - Fraud Act 2006
 - Theft Act 2006
 - The Disabled Persons (Badges for Motor Vehicles) Regulations 2000
 - The Disabled Persons' Parking Badges Act 2013
 - Road Traffic Regulation Act 1984
 - Police and Criminal Evidence Act 1984 (PACE)
 - Criminal Procedures and Investigation Act 1996
 - Data protection Act (GDPR) 2018
 - Forgery and Counterfeiting Act 1981 section 3. The offence of using a false instrument
 - Regulation of Investigatory Powers Act 2000 (RIPA)

- Any other relevant legislation
- Equality Act 2010
- The Code for Crown Prosecutors
- LCC Policy Documents
- LCC Parking Enforcement policy
- LCC Penalty Charge Notice Appeal process

Experience

Essential

- Evidence of previous experience in a front-line customer service environment (A,I)

Desirable

- Awareness of relevant legislation and statutory requirements relating to traffic management and parking
- Experience of working in a team environment
- Experience using excel spreadsheets or other data manipulation software
- Experience dealing with conflict and demanding circumstance
- Experience working in a legal setting, drafting detailed and important judicial documents
- Experience of working in a legal setting, drafting detailed and important legal letters
- Experience of working in a similar investigative role and collecting evidence for prosecution, such as being part of a Fraud team, working in a legal environment, the police force or in a civil enforcement capacity
- Experience of working in a pressured environment where targets and deadlines are to be met

- Good public speaking and presentation skills
- The ability to work in situations which may contain confrontation
- A strong knowledge of the prosecution and court process
- Strong geographical knowledge of Liverpool City

Skills/Abilities

Essential

- Excellent communication skills, with the ability to translate effectively through detailed reports and other written formats (A,I)
- The ability to demonstrate good Customer Care skills (A,I)
- The ability to interact in person and via telephone (A,I)
- The ability to use initiative in problem-solving and decision-making (I)

Desirable

- Ability to work both as part of a team and independently
- Excellent time management skills and the ability to learn new IT systems and skills quickly
- Demonstrating great attentiveness and prioritising important tasks, in line with the team and service goals
- Dealing calmly and objectively with conflicting demands and deadlines to ensure positive outcomes
- Ability to deal in a considerate manner with the public and other external stakeholders
- Working knowledge of computer software i.e., Microsoft Office and Google applications
- Knowledge and understanding of the Traffic Management Act 2004

Commitment

Essential

- Willingness to undertake shifts covering evenings, weekends, and Bank Holidays (A,I)
- To regularly wear and maintain a uniform supplied by Liverpool City Council (A)
- Maintain a high standard of ethics, professional conduct, and probity (I)

Desirable

- Sensitive attitude to the changing needs of the Service and an enthusiasm to presenting a positive image of the Road and Traffic Service
- The ability to demonstrate an understanding and commitment to the principles underlying equal opportunities
- A commitment to continuous improvement and personal development across the organisation
- Commitment to remaining customer-focused and performance-oriented in order to deliver a high-quality service
- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- Be responsible for the safe keeping of information / data in relation to parking enforcement, regulation, parking income and other systems in accordance with the Council's Information Governance Policy (A)

Desirable

- Current, clean and full manual driving licence