

Job Description

Job Title	Blue Badge Issuing Officer
Directorate	Neighbourhoods and Housing
Service Area	Parking Services
Grade	4
Competency Level	1
Salary	£26,409 - £30,060
Job Type	Office Based
Location	Mount Pleasant Car Park
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	A8979

Job Purpose

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. The parking services staff therefore, contribute greatly to the improvement of road safety, the reduction of traffic congestion, enhanced accessibility for road users, especially those who are vulnerable.

The Blue Badge Issuing Officer will undertake a range of duties, primarily handling the processing of applications for Disabled Persons' Blue Badge and / or applications for a Residents Disabled Parking Bay. Manage tasks involving the written construction of reports; supporting finance and budgeting processes; observing stock / resource levels and procuring goods and services when required.

They will also assist the Blue Badge Issuing Manager in all operational requirements and offer support to other staff and customers, for all queries concerning parking services administration.

Directly Responsible For:

Not applicable

Directly Responsible To:

Blue Badge Issuing Manager

Main Areas of Responsibility:

- Conduct the processing of applications for the provision of the Disabled Persons' Blue Badge Scheme, undertake interviews and co-ordinate responses to applicants who have been turned down and appealed the decision of a Disabled Persons' Blue Badge mobility assessment
- Deliver as necessary the service user reception function and work in conjunction with the mobility assessment Physiotherapist
- To manage enquiries and provide guidance to service users, visitors / telephone callers, ensuring that accurate information is provided and they are dealt with in a professional and effective manner. Whilst demonstrating discretion and confidentiality, as well as maintaining compliance with the Council's GDPR expectations, especially when dealing with sensitive issues
- Ensure up-to-date knowledge of disabled blue badge regulations and legislation

- Process applications for residents disabled parking bays, visiting the site as required
- Coordinate the analysis and generation of system reports, parking statistics and performance mechanisms within the service, ensuring all forms of communication are compliant with Statutory guidelines and GDPR expectations
- Assist colleagues as required across the service area, in a flexible manner, including the provision of temporary cover in the case of absence and ensuring that an effective, efficient and customer focused service is delivered within the time scales
- Ensure the provision of written or verbal responses to representations / appeals and attend any hearings in accordance with relevant legislation as required.
- Ensure accurate records are maintained and provide information, reports, and statistics to managers and staff as required
- Establish and maintain positive liaisons and relationships with colleagues and users of the parking service; accurately processing all correspondence from the public or partners as directed
- Manage case management records and provide information as requested electronically or physically as required
- Be flexible and responsive to working times, patterns, locations and changing processes when necessary
- 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 process purchase orders, invoices, and cash reconciliations within predefined deadlines
- To participate in staff training and development. Use all learning opportunities to develop personal skills necessary to improve effectiveness, efficiency, and delivery of service in recognition of the business and service targets
- To represent the council and the parking services team in accordance with the standards expected in a professional manner

- To liaise with suppliers to provide quotes for goods / services to ensure best value to the city council and produce detailed invoices for services from suppliers and for permits and services from Parking
- To be adaptable and accommodating to Liverpool City Council's flexible and evolving style of working, including office, remote and hybrid working arrangements
- 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 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

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:

- Viewing monitors / screens for long 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,I)

Desirable

- GCSEs at Grade C/4 or above in Maths and English, HNC or NVQ Level 3 or equivalent in a relevant subject
- Detailed knowledge of the Highway Code

Experience

Essential

- Previous experience in an administrative role that required word processing, producing, and inputting both numerical and comprehensive data into reports (A,I)

Desirable

- Evidence of previous experience in a front-line customer facing environment, involving the procurement of goods and services from a range of suppliers and contractors
- Experience using excel spreadsheets or other data manipulation software



- Experience working under the influence of HR Policies and Procedures, or policies which reiterate the ethics of the workplace environment and encourage the development and wellbeing support of staff
- Experience of working with emergency services
- Strong geographical knowledge of Liverpool City
- Experience dealing with conflict and demanding circumstances
- Experience working with and harnessing the output from the team and other partners
- Awareness of relevant legislation and statutory requirements relating to parking

Skills/Abilities

Essential

- Excellent communication skills, with the ability to translate effectively through detailed reports and other written and oral formats (A,I)
- The ability to demonstrate good Customer Care skills (A,I)
- Excellent time management skills and the ability to learn new IT systems and skills quickly (A,I)

Desirable

- Knowledge and understanding of the Traffic Management Act 2004
- The ability to interact in person and via telephone
- Ability to work both as part of a team and independently
- The ability to use initiative in problem-solving and decision-making
- Ability to deal in a considerate manner with the public and other external stakeholders
- Proficient in using various types of Microsoft Software and Google Applications

- Consistent organisation and prioritisation skills to ensure deadlines and objectives are met; task allocation and deployment are assigned methodically
- The ability to manage time well and prioritise important tasks in line with the team and service goals
- Demonstrating great attentiveness and prioritising important tasks, in line with the team and service's goals
- Confident in making prompt and informed decisions within guidelines

Commitment

Essential

- Commitment to remaining customer-focused and performance oriented in order to deliver a high-quality service (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Present a positive image of the Parking Service at all times
- To demonstrate adaptability and flexibility in work responsibilities - potentially out of normal working hours, for meetings or to assist in emergency situations
- A commitment to continuous improvement and personal development across the organisation
- Sensitive attitude to the changing needs of the Service

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,I)

Desirable

- Current, clean and full manual driving licence