

Job Description

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| Job Title | Blue Badge Enforcement Manager |
| Directorate | Neighbourhoods and Housing |
| Service Area | Parking Services |
| Grade | 7 |
| Competency Level | 2 |
| Salary | £39,513 - £44,711 |
| Job Type | Field Based |
| Location | Mount Pleasant Car Park |
| Disclosure and barring service (DBS) | Not Applicable |
| Job Evaluation Ref No | PO05 |

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

The Blue Badge Enforcement Manager will oversee 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. The postholder 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.

The postholder will also provide leadership and guidance to Blue Badge Enforcement Officers, ensuring they are sufficiently trained and equipped with the expertise and attentiveness to conduct thorough investigation and prosecution processes, in accordance with policies and procedures.

Directly Responsible For:

Blue Badge Enforcement Officers

Directly Responsible To:

Parking Operations Manager

Main Areas of Responsibility:

- To lead and manage all aspect of the Parking Services work in relation to:
 - Blue Badge concessionary travel administration, fraud investigations and enforcement demonstrating assertiveness, genuine enthusiasm, and passion for the delivery of excellent customer service
 - To liaise with legal services and other stakeholders to develop and implement enforcement against blue badge misuse and fraud
- To lead, motivate and manage a team of specialist Blue Badge Fraud Officers (BBFO) and associated resources and stakeholders, in order to meet or exceed targets for effectiveness, efficiency of service. Monitor performance in

all areas, both internal and external, provide feedback and make recommendations for improvement

- Build an inclusive and supportive team, setting direction, and providing support and advice
- Undertake and lead on Blue Badge Fraud Prevention assessments
- Responsible for interpretation of the law, applying different approaches and methodologies, and undertaking fraud detection and prevention. Manage relationships with all internal and external groups
- Ensuring service provides value for money
- Ensuring compliance with legislation
- Ensuring execution of current fraud prevention and investigative methodologies
- To commission and co-ordinate data gathering exercises to identify BB fraud
- To review and / or implement robust procedures in line with tackling BB fraud
- Benchmarking against other local authorities to achieve top quartile performance
- To provide specialist training to CEO colleagues and other directorates
- To lead on BB fraud deterrence campaigns such as 'BB amnesties' and maximizing the use of social media
- To ensure statistical data is gathered and analysed to produce management information and to demonstrate productivity
- To ensure appropriate and timely instructions are given to Legal Services and that the progress of cases is closely and proactively monitored
- To ensure that investigations are undertaken using appropriate methods and in keeping with LCC values
- Ensuring that accurate and timely records are kept concerning all investigations undertaken and where appropriate, in compliance with Police and Criminal Evidence Act 1985 (PACE), Regulation of Investigatory Powers Act 2000 (RIPA), Data Protection Act 1998 (DPA), and the Human Rights Act 1998 including the legislation as above

- To ensure that where appropriate, cases are pursued through to prosecution and results are publicised in partnership with colleagues in Communication Services
- To organise and deliver training sessions for all CEO staff and members of other directorates and Private sector
- To be well informed of good practice and changes in legislation and / or governance
- To make best use of modern technology and develop systems to support investigation work
- To monitor and support the daily operational activities and the performance of Blue Badge Enforcement Officers, ensuring the team is prepared to act as the first point of contact for Blue Badge related queries and questions
- To remain up to date with parking regulations and fraud legislation
- To pro-actively monitor and identify suspicious trends and patterns, suggesting certain preventative actions and improvements to current procedures, policies, and systems; conduct root cause analysis on confirmed fraud cases to identify gaps in the current process
- To regularly prepare criminal cases and present evidence as required, to address breaches of the legislation; provide witness statements and make occasional court appearances in support of Blue Badge misuse or vehicle / parking prosecution
- To construct written and verbal reports on the performance and progress of the parking enforcement service, providing them to senior managers and other council service teams
- To oversee the processing of new staff including interviewing, training, and background checks alongside the execution of investigations, training, and welfare checks of ongoing staff
- To work in line with all HR Policies and Procedures, or comparable policies which reiterate the ethics of the workplace environment and encourage the development and wellbeing support of staff

- 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 support the Parking Operations Manager with capability and disciplinary investigations in addition to carrying out projects within the wider parking service; potentially deputising in their absence where necessary, in accordance with the Council's procedures
- To delicately handle sensitive and complex queries and situations involving 3rd parties varying from Law Enforcement to vulnerable individuals
- 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 the applicants and residents
- To assist with the development, monitoring and implementing of a range of quality management processes, such as Investors in People etc. with the aim of continually improving the level of service for our customers; to set, monitor and record performance against targets; and to help improve customer consultation
- 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 that may be required 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:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively
- Provide the necessary support to staff when required due to personal situations
- To ensure the efficient, effectiveness and quality of services, within your area of responsibility, through the performance management of individuals and teams

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
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation

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 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 2.

[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)
- Detailed knowledge of the Highway Code (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
- 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)
- Criminal Justice Acts 1998, 2003 and 2007
- Local Government Acts 1972, 2000 and 2003
- Legal Services Act 2007

Experience

Essential

- Experience of relevant legislation and statutory requirements relating to traffic management and parking (A,I)
- Evidence of previous experience in a front-line customer service environment (A,I)

Desirable

- Experience working in isolation and as part of broader partnership teams
- Experience in communicating with people holding different levels of understanding regarding parking
- Supervisory or leadership experience of a small team
- Experience using excel spreadsheets or other data manipulation software
- Experience working in an environment highly influenced by, drafting detailed and important legal documents
- Experience dealing with conflicting and demanding responsibilities
- Strong geographical knowledge of Liverpool City

Skills/Abilities

Essential

- Excellent communication and presentation skills, with the ability to communicate effectively through detailed reports and other written formats (A,I)
- Excellent people skills, with the ability to manage staff and customer expectations appropriately (A,I)

Desirable

- Ability to establish and develop positive relationships with all stakeholders, support agencies, partners, community groups, business sectors and the public
- Proficient in using various types of Microsoft Software and Google Applications
- Ability to lead and influence supervised staff with varied levels of experience and skills
- Consistent organisation and prioritisation skills to ensure deadlines and objectives are met; task allocation and deployment are conducted methodically
- Excellent time management skills
- Confident in making prompt and informed decisions within guidelines
- Great problem-solving skills, including conflict resolution
- Working knowledge of computer software i.e., Microsoft Office
- Knowledge and understanding of the Traffic Management Act 2004
- Knowledge and understanding of Blue Badge requirements and legislation

Commitment

Essential

- To demonstrate adaptability and flexibility in work responsibilities – potentially out of normal working hours to attend meetings or assist in emergency situations (A,I)
- A commitment to continuous improvement and personal development across the organisation (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Commitment to remaining customer-focused and performance oriented in order to deliver a high-quality service
- Sensitive attitude to the changing needs of the Service and an enthusiasm to presenting a positive image of the Road and Traffic 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)

Desirable

- Current, clean and full manual driving licence