
Overview

This standard is about the provision of administrative services for the recovery of parking and traffic debt, up to and including the court process.

This standard is relevant for all staff who are involved in the recovery of parking and traffic debt.

**Performance
criteria**

- You must be able to:
- P1 monitor the quality of the data to be registered at Traffic Enforcement Centre and/or the relevant court (dependent on the enforcement regime) and ensure this meets quality standards before submission
 - P2 ensure debt recovery documentation is served in accordance with organisational policy and relevant legislation
 - P3 investigate the case and prepare case evidence in accordance with organisational policy and relevant legislation
 - P4 review all evidence; make and record a decision on the basis of the evidence
 - P5 where the decision is not to pursue the case make sure that relevant people are informed and that the decision has been recorded properly
 - P6 where the decision is to pursue the case, proceed in accordance with organisational policy and relevant legislation
 - P7 respond appropriately to the outcomes of the case, review feedback and take appropriate action
 - P8 liaise with outside agencies, including those managing the debt recovery process
 - P9 monitor the performance of outside agencies, including those managing the debt recovery process
 - P10 produce relevant reports; update and maintain records in line with organisational policy and relevant legislation
 - P11 carry out work within the given deadlines for the case
 - P12 close the case in accordance with organisational policy and relevant legislation

**Knowledge and
understanding**

**You need to know
and understand:**

- K1 the services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
- K2 your organisation's policies, procedures and constraints that affect services in your area of responsibility and how to apply them
- K3 the current legislation and regulations that apply
- K4 the requirements of the Data Protection Act and its implications for your role
- K5 the criteria, policy and procedures in relation to debt recovery (e.g. for non-collection, write off, case closure, tracing and recovery, maximising debt collection, reporting, performance management)
- K6 understanding of the debt recovery process within your organisation
- K7 the role of Traffic Enforcement Centre and/or the relevant court (dependent on the enforcement regime) in the debt recovery process
- K8 the debt recovery documentation to be served and how to do this
- K9 the case evidence that may be used
- K10 how to investigate a case, the limits of your responsibility and to whom matters outside your authority should be referred
- K11 the range of possible outcomes of a case and the appropriate actions to take for each outcome
- K12 the role of debt recovery agents and other agencies
- K13 how to communicate effectively with debt recovery agents and other outside agencies
- K14 the importance of the audit trail and how to update and maintain records as necessary
- K15 the reports that are required and how and when to produce them
- K16 how to close a case in line with your organisational policy and relevant legislation

Additional information

Skills

You will apply the following skills:

1. accuracy
2. analysis
3. communicating
4. decision-making
5. evaluating
6. interpersonal skills
7. letter writing
8. listening
9. managing time
10. negotiating
11. organising
12. presenting yourself
13. problem solving
14. questioning
15. quality checking
16. recording
17. researching
18. using technology

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Administer parking and traffic debt recovery



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