

S251: Administer parking dispensations

Overview: Provide administrative services for the issue of parking dispensations, including permits, season tickets, suspensions, dispensations / waivers and blue badges

Links: Specialist: Legal

Specific skills:

- Accuracy
- Evaluating
- Presenting yourself
- Researching
- Analysing
- Managing time
- Problem solving
- Using technology
- Communicating
- Monitoring
- Quality checking
- Decision-making
- Organising
- Recording

Performance Indicators

Receive and process applications

1. Advise customers on criteria for eligibility
2. Review applications and supporting evidence against published criteria
3. Seek additional evidence from the customer if required
4. Carry out relevant checks in accordance with organisational procedures
5. Where necessary, seek opinions from appropriate medical professionals
6. Handle supporting documentation securely and in line with current legislation or relevant terms and conditions
7. Make a decision to approve or decline the application

Issue documentation

8. Communicate the decision to the customer, return documentation where necessary and issue appropriate paperwork
9. Maintain appropriate records including renewals
10. Process payments and handle refunds in line with organisational procedures
11. Communicate the decision or information to other relevant departments

Knowledge & Understanding

- A. The services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
- B. Your organisation's policies, procedures and constraints that affect services in your area of responsibility and how to apply them
- C. The current legislation, Traffic Regulation Orders and other regulations that apply
- D. The requirements of the Data Protection Act and its implications for your role
- E. The criteria, policy and procedures in relation to permits, season tickets, suspensions, dispensations / waivers and blue badges
- F. The range of checks that are relevant to applications and how and when to carry them out
- G. Your organisation's anti-fraud policies and procedures and how to operate them
- H. The specialist software used by your organisation for the issue of permits, season tickets, suspensions, dispensations / waivers and blue badges and how to use it
- I. The evidence required to support an application for a permit, season tickets, suspension, dispensation / waiver or blue badge
- J. Understanding of payment and refund processing within your organisation
- K. How to communicate effectively with customers and other relevant departments
- L. The importance of the audit trail of controlled stationary
- M. How to update and maintain records as necessary