

S332: Administer parking and traffic debt recovery

Overview: Provide administrative services for the recovery of parking and traffic debt.

Links: Specialist: Parking

Specific skills:

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

Performance Indicators

1. Monitor the quality of the data to be registered at Traffic Enforcement Centre (TEC) or magistrates court
2. Ensure debt recovery documentation is served in accordance with organisational policy and relevant legislation
3. Investigate the case and prepare case evidence in accordance with organisational policy and relevant legislation
4. Review all evidence; make and record a decision on the basis of the evidence
5. Where the decision is not to pursue the case make sure that relevant people are informed and that the decision has been recorded properly
6. Where the decision is to pursue the case, proceed in accordance with organisational policy and relevant legislation
7. Respond appropriately to the outcomes of the case, review feedback and take appropriate action
8. Liaise with debt recovery agents
9. Liaise with outside agencies
10. Monitor the performance of debt recovery agents
11. Produce relevant reports; update and maintain records in line with organisational policy and relevant legislation
12. At all stages carry out work within the given deadlines for the case
13. Close the case in accordance with organisational policy and relevant legislation

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 and 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 debt recovery (e.g. for non-collection, write off, case closure, tracing and recovery, maximising debt collection, reporting, performance management)
- F. Understanding of the debt recovery process within your organisation
- G. The role of Traffic Enforcement Centre and/or the magistrates court in the debt recovery process
- H. The debt recovery documentation to be served and how to do this
- I. The case evidence that may be used
- J. How to investigate a case, the limits of your responsibility and to whom matters outside your authority should be referred
- K. The range of possible outcomes of a case and the appropriate actions to take for each outcome
- L. The role of debt recovery agents and other agencies
- M. How to communicate effectively with debt recovery agents and other outside agencies
- N. The importance of the audit trail and how to update and maintain records as necessary
- O. The reports that are required and how and when to produce them
- P. How to close a case in line with your organisational policy and relevant legislation