

Job Description

Appeals Coordinator

Position: Appeals Coordinator	Department: MK1 Parking	Reporting to: Parking Manager
Salary: £24,570	Contract: Full – Time	Hours per week: 37.5 hours (5 days out of 7)

Job purpose: - To be able to answer appeals in line with the British Parking Association the Private Parking Sector Single Code of Practice (the code), good knowledge of the terms and conditions set out by MK1 Parking, good attention to detail and patient to complete a thorough investigation process, covering all points raised within the appeal. Must be organised to ensure all responses are heard in line with the code and the appeal charter.

Role Competencies:

Planning Timescales:

- To be able to work to strict time deadlines to ensure compliance of the approved timeline of a parking charge.
- To ensure all appeals are responded to in line with the appeals charter timelines and external appeals services (IAS).

Decision Making:

- Be confident to make own decisions in line with the decision-making authority within the department.
- To follow and execute any reasonable requests from the Parking Manager.
- To prepare a draft response and collate evidence to the appeal ensuring all points of the code of practice have been adhered, responded to and present to the Parking Manager for authority to proceed.

Impact & Influence:

- To learn and build on new experiences by keeping abreast of legislation applicable to role.
- To be able to demonstrate an aptitude in providing administrative support.
- To log and analyse appeals for trends and report to Parking Manager

Skill Level:

- To be able to demonstrate the ability to uphold the strictest privacy and confidentiality clauses set out by MK1 Parking Ltd.
- To understand and implement the British Parking Association Code of Practice as per the Approved Operator Scheme.
- To be able to demonstrate competence in all areas of Microsoft packages and be comfortable with systems.
- Strong problem-solving skills.
- Adhere to the appeals charter referencing and using the terminology identified within the policy.
- Must be competent in letter writing using grammar and ensuring accurate spelling.

Communication:

- To be able to demonstrate a polite and helpful manner in all communications, with a focus on being solutions focused.
- To be able to report any issues to the Parking Manager
- Must be able to fluently write the English language ensuring legible responses

Budget Management:

- To identify and raise with the Parking Manager any required expenditure within the job role.

Lead & Develop:

- To train on ZatPark/Lilin and systems
- To contribute to the continuous improvement process within the business.
- To complete all statutory training as requested by the Parking Manager.

Operating Parameters:

- To be able to identify any trends in the appeals process and raise them to the Parking Manager.
- Must be comfortable with systems and technologies to be able to transact electronic communications where a contravention has occurred.
- To collate evidence in line with the appeal.
- To support in operations as and when requested with reasonable notice given.

Essential & Desirable Job Criteria:

- Ability to work on own initiative and be motivated and committed to the role.
- Calm and efficient and be able to work under pressure.
- Have a polite and courteous manner.
- Excellent organisation
- Be able to adapt to different situations.
- To maintain a smart appearance
- Committed to delivering highest standard of work.
- Competent in using a computer.
- Must be able to adapt and work as part of a team
- Must be flexible to support team and other departments

Safeguarding - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post maybe subject to an enhanced DBS check and yearly self-declarations.

Equality & Diversity – must be able to demonstrate that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total: 95

Level 2