

Kent County Council

Job Description: *Digital Compliance Officer*

Directorate: Growth, Environment and Transport

Unit/Section: Transportation

Grade: KR8

Responsible to: Parking and Enforcement Manager

Purpose of the Job:

Working across Kent to support the Moving Traffic Enforcement Team in the management of highway contraventions. The post will deal with challenging enforcement issues and ensure a consistency of enforcement approach throughout Kent to ensure that highway users are compliant with Traffic Regulations.

Main duties and responsibilities:

- Review evidence of Traffic Regulation infringements and take or recommend appropriate action to seek a resolution in accordance with the Council's Moving Traffic Enforcement policy.
- Liaise with relevant contractors to resolve on site issues.
- Manage the Regulation exemption process, in accordance with the prescribed process.
- Investigate & gather relevant evidence, to substantiate a Penalty Charge Notice, or recovery of debts for costs incurred under the appropriate Acts. Prepare files to the satisfaction of the Traffic Penalty Tribunal, taking advice at appropriate stages, to secure successful cases at TPT or debt recovery in the County Court.
- Maintain knowledge of Highway Law, Legislation and Best Practice to ensure that advice to staff and customers remains current, appropriate and accurate.
- Work closely with the Traffic Management Team, and serve Penalty Charge notices under the Traffic Management Act 2004
- Co-operate with other bodies (e.g. DVLA, Enforcement agents) to achieve these duties.
- Ensure prompt investigation and response to requests, queries and complaints raised by staff and customers, whether by post, electronically or telephone, document and track in accordance with H&T Customer Care policies and performance indicators.
- Impart detailed knowledge from within H&T to resolve stakeholder enquiries, obtain and facilitate responses that rely on technical expertise.
- You will work alongside the Appeals Officer and will provide cover during times of absence
- You will be required to provide assistance to other teams within the directorate, or any other part of KCC, from time to time as and when your skills and knowledge are required for particular projects and initiatives.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Digital Compliance Officer*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • Good general education to GCSE or equivalent level, including passes at C grade or higher in Maths and English • A Level / NVQ 3 in Administration or Customer Care or equivalent
EXPERIENCE	<ul style="list-style-type: none"> • Local government or highways environment with a legislative background and familiar with highway legislation and the Traffic Management Act 2004.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Demonstrable skills in managing information and problem solving • Able to communicate effectively, both verbally and in writing, at all levels with internal and external stakeholders and members of the public • Ability to show self-confidence and initiative when dealing with the public and ability to deal with the public in difficult circumstances • Computer literate (use of MS office and other typical general office packages). • Knowledge of Highways systems or Apps, together with a proven ability to use, interpret and review evidence. • Excellent attention to detail. • Good skills in managing information and communicating with others.
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of legislation and codes of practice as they relate to role (e.g. Highways Act, Traffic Management Act).
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p>

	<p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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