

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: PLACE

DIVISION: SAFETY

JOB TITLE: Abandoned Vehicle Officer

ROLE PROFILE

Job Title:	Abandoned Vehicle Officer
Department:	PLACE
Division:	SAFETY
Grade:	
Hours (per week):	36
Reports to:	Service Development Officer (tbc)
Role Purpose and Role Dimensions:	To be responsible to the line manager, for nuisance vehicle regulations including inspection, removal and disposal of abandoned vehicles
Commitment to Diversity:	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination
Key External Contacts:	▪ Police ▪ Transport for London ▪ Members of the public ▪ DVLA ▪ Removal contractor ▪ Estate management agents
Key Internal Contacts:	▪ Neighbourhood Safety Managers ▪ Service Development Officer (tbc) ▪ Neighbourhood Operations Manager ▪ Highways officers ▪ Housing officers ▪ Waste management officers
Financial Dimensions:	Not applicable

Key Areas for Decision Making:

- Issue of removal notices
- Disposal of vehicles
- Issue of fixed penalty notices

Other Considerations:

- The postholder **must** hold a valid full UK driving licence and be willing to drive a Council vehicle as part of the role requirement
- Working hours between 0700 and 1900 Monday to Saturday totalling 36 hours per week

Is a satisfactory disclosure and barring check required?

Standard DBS check

Is the post politically restricted

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974

Key Accountabilities and Result Areas:

Key Elements:

Inspections

This will involve:

- Carry out inspections of reported abandoned vehicles
- Maintaining proper records of all inspections and assisting in the provision of the information requirements of the Abandoned Vehicle Service [AVS]

Service Provision and Quality

This will involve:

- Dealing with abandoned motor vehicles both on public and private land, including motor vehicles surrendered by their keepers
 - Dealing with untaxed vehicles in accordance with legislation
 - Commitment to the continuing search for improvements in the quality and efficiency of the procedures and guidelines on nuisance and abandoned vehicle service and the delivery of the service
 - This will include site visits to identified vehicles and the application of notices to said vehicles
 - Assisting in ensuring that all team member contact with internal and external users meets the highest standards of customer care i.e. prompt responses to customer needs, welcoming, professional and efficient.
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The efficient administration of Nuisance and Abandoned vehicles service in accordance with relevant legislation, regulations and Council procedures

This will involve:

- Ensuring proper provision and quality of service within agreed guidelines
- Assessing needs and priorities in relation to specification and to agreed policies
- Detecting, analysing and recording all actual or potential defects or problems
- Ensuring accurate updating/use of all computerised information systems
- Responding to queries from internal and external sources
- Maintaining and reporting where required against all necessary records and statistics in relation to quality, quantity, progress of work etc.

Effective Communication and Information

This will involve:

- Dealing with all incoming enquiries from the public, Members etc. in a diplomatic, helpful and effective manner
- Maintaining close liaison and effective links with other Council departments, the Police, DoT, statutory bodies and other internal and external partners and stakeholders

Efficient and Effective delivery of Nuisance and abandoned vehicle service in accordance with relevant legislation, regulations and council procedures

This will involve:

- Visiting affected areas based on reports of nuisance and abandoned vehicles
- Issuing removal notices to vehicles
- Undertaking DVLA checks
- Communicating with registered owners to arrange for them to comply with notices and remove vehicle from highway where appropriate
- Monitoring responses
- Arranging for removal of vehicle(s) where notices have not been complied with
- Ensuring all related paperwork and notifications are completed
- Ensuring accurate and timely information is recorded in relation to issuance of fixed penalty notices including photographic evidence where appropriate

General

This will involve:

- Maintaining accurate records
 - Carrying out investigations, as required, to identify abandoned vehicles
 - Undertaking all legal processes necessary, including attendance at court proceedings on the council's behalf and giving concise and accurate evidence under oath
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- Serving statutory notices on private person and corporate bodies
- Keeping abreast of all developments in legislation and case law
- Undertaking any other reasonable duties and responsibilities as appropriate to the grade and nature of the post, as may be assigned from time to time by the supervising officer

Green Commitment

- Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to be able to demonstrate competence
 - Participating training as required for the role
 - Participating in the ongoing development, implementation and monitoring of the service plans
 - Championing the professional integrity of the abandoned vehicle service
 - Actively sharing feedback on service policies and intervention
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Person Specification

Job Title:

Abandoned Vehicle Officer

Essential knowledge

- Good working knowledge of relevant legislation e.g. Refuse and Disposal (Amenity) Act 1978, Road Traffic Regulation Act 1984, The Removal and Disposal of Vehicles Regulations 1986, Road Traffic Act 1991, London Local Authorities Act 1994 (and as subsequently amended) and all other relevant legislation
- Understanding of and application of relevant legislation, codes of practice, contract specifications

Essential skills and abilities

- Good verbal skills, including dealing with conflict
- Good writing skills, including the ability to write reports/statements, keep clear and concise notes and draft letters/emails
- Ability to work in a professional manner and inspire confidence in the service within local community
- Ability to communicate with people at different levels within partner agencies, other organisations by telephone or in person
- Ability to clearly explain service issues to the public
- Ability to work independently and to use own initiative
- Confidence in issuing Fixed Penalty Notices and other enforcement notices
- Ability to deal effectively with customers in difficult situations
- Ability to analyse problems and apply knowledge, skills and techniques to solve problems and make good decisions
- Competent level of ICT skills (particularly Microsoft Office)
- Ability to familiarise with and adopt new procedures and working practices
- Ability and willingness to learn, both on own initiative and through provided training and development opportunities
- Ability to investigate reported incidents, analyse and assess situations, produce detailed reports, providing recommendations and/or give evidence

Essential experience

- Practical experience of dealing with compliance issues and achieving specified quality services
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Special conditions

- The postholder is required to carry out the duties of the post whilst promoting the council's equal opportunities and customer care policies and must be able to demonstrate an understanding of why these policies are important in employment and in the delivery of services
 - Hours of work will be 36 hours per week, excluding lunch breaks. The pattern of work, including starting and finishing times will be agreed with the line manager to suit the needs of the service. However, it may be necessary for the postholder to work Monday to Saturday between 0700 and 1900 hours
 - The postholder will be required to hold a current driving licence
 - The location of the principal office where the postholder will be based may vary over time and could be anywhere in the borough
 - While it is recognised that the postholder may not have intimate knowledge of some of the service areas, he/she will eventually be required to develop their own knowledge and participate in training and development opportunities made available with a view to developing sufficient knowledge, skills and insight to enable the postholder to work across the main service areas. These development opportunities may involve the need for formal training at internal or external institutions
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