



Role Profile

Representation Officer
IE&S

Role Profile: Representation Officer	Role Profile Number: SBC_10227
Directorate: IE&S	Reporting to: Senior Supervisor
Grade: CFL 5	Date Prepared: July 2026

Our Values

Our [Values](#) shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The [Swindon Commitment](#) shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

- To deal directly with all post-Notice to Owner matters while acting as a focal point for staff and customer enquires on Traffic Regulation Orders.
- To achieve SBC time guidelines in respect of Representations received ensuring that all relevant information is provided to correspondents.
- To ensure Debt Registrations and Warrants of Execution are correctly processed in line with legal requirements. To act as liaison between SBC and Court Service and Enforcement Agents.

Key responsibilities and accountabilities:

Supply members of the public and colleagues with parking policies and procedures, including interpretation of Traffic Regulation Orders ensuring compliance with legal requirements and guidelines.

Organise and monitor to ensure that all documentation is dispatched within legal guidelines

Evaluate appropriate action following receipt of formal Representations. Investigate all documentary, circumstantial and mitigating evidence. Provide decision based upon SBC and legal guidelines and using own judgement and knowledge while considering financial and non-financial risks to SBC. Issue Rejection Notices in accordance with legal guidelines or notify registered keeper where decision to cancel Penalty Charge Notice is made.

Provide evidence packs in respect of Appeals accepted by the TPT for their review and decision.

Arrange for the registration of outstanding debts and warrants of execution with the Court Service. When authority received, communicate to registered keeper complying with Court guidelines. Attend County Court to present documentation and SBC evidence to District Judge.

Arrange for the issue of Orders of Recovery to respondents and the issue of Warrants of Execution to Bailiffs within legal timescale.

Advise Bailiff as necessary during enforcement of Warrants ensuring that SBC policies and interests are respected.

Arrange with the Court for warrants to be re-issued based on change of address supplied by Enforcement agents.

Undertake quarterly meetings with the Enforcement Agents Account manager to discuss performance and issues.

Inform Civil Enforcement Managers and Team of requirements under Traffic Management Act 2004 and manage Swindon Borough Council's performance under that legislation.

Collaborate to maintain a productive and positive relationship with Capita and it's staff connected to Parking matters. To liaise with Capita Manager/Supervisor on improvements to service delivery and increased customer satisfaction.

To attend TPT personal hearings as representative of SBC when cost effective.

Supplementary Accountabilities

- Hold configuration rights to Debt Management System including the setting of time restrictions and the make up of standard correspondence.
- Maintain, monitor and control access to Debt Management System.
- To liaise with IT supplier to allow installation of upgrades
- All Jobs have the responsibility to comply with the Directorate Health & Safety Policy and with Swindon Borough Council's Policy on Diversity.

Professional

- Contacts are maintained within SBC with the Traffic Department, Legal Services and Highway Management. In addition strong ties need to maintained with the Operational Team and Performance Monitoring within Parking Services.
- External communication is essential with the Traffic Enforcement Centre and the Traffic Penalty Tribunal
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Decision making:

- Incidents or accidents that occur involving staff or members of the public. Action to be taken in the event of.

Creativity and innovation

- Making suggestions for improvements to the service via one-on-ones, appraisals, or team meetings.

Job Scope

Number and types of jobs managed: N/A

Budget Holder: No

Budget Value: N/A

Asset Responsibility:	N/A

PERSON SPECIFICATION

Qualifications:	Essential or Desirable
Degree in relevant subject and/or extensive experience.	E
The job requires continual professional development to ensure an awareness of the development of new professional and industry practices and to maintain competence.	E
Ability to make site visits and attend meetings across the Borough.	E
Knowledge and Experience:	
Knowledge of legislation and parking regulations relating to parking enforcement.	E
Experience of operating Information Technology systems.	D
Knowledge of Court Service and preparation of Court papers.	D
Knowledge of Traffic Penalty Tribunal and preparation of Information Packs.	D
Experience of dealing directly with the public in potentially stressful, confrontational situations.	E
Experience of supervision.	E
Knowledge of office administration including the compiling of letters and provision of reports.	E
Aptitudes, Skills and Competencies:	

• Ability to conduct interviews, in person or by telephone to discuss Penalty Charge Notice queries with members of the public, which are of a more technical or difficult nature.	E
• Excellent communication skills, verbal and written.	E

Other Key Features of the role It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.



