Job Description

Post title: Technical Support Officer – Civil Enforcement Team					
Directorate: Lancashire Highways Service			**Location:**	County Hall, Preston/Homeworking	
Establishment or Team:		Civil Enforcement Team – Processing		**Reports to:**	Grade 7
Grade:	Grade 5	**Staff responsibility:**	No	**Essential Car user:**	No

Scope of Work:
The Technical Support Officer role is key to ensuring Lancashire County Council meets its obligations under the various legislations such as Traffic Management Act 2004 and The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022 and ensuring the processing of Penalty Charge Notices (PCNs) issued on Lancashire's highway network. The role includes:

- Processing PCN's after issue through to the closing of the ticket by cancellation or payment, including appeals at the independent Traffic Penalty Tribunal service.
- Undertaking various administrative functions within the Civil Enforcement Team such as processing resident permit applications.

The post is a full-time position (37 hours per week) and the normal working hours are between 8am till 5pm. The team's office base is County Hall, Preston/Homeworking.

Technical Support Officers require excellent customer service skills and an ability to handle customers who are generally unhappy with receiving a PCN or require advice regarding permits. The PCN process is managed on dedicated software and a confidence in using computers is recommended. Alongside the PCN processing the team administer residents parking permits and general Civil Enforcement related enquiries. Good communication skills and an ability to work both unsupervised and as part of a team are essential to the role.

Key Accountabilities:

1. Processing all incoming and outgoing mail items.
2. To process PCNs in line with the legislative process and other relevant working practices, procedures, and policies.
3. To ensure that residents parking permits are issued correctly and in a timely manner to members of the public.
4. Dealing with enforcement requests and taking any follow up action which may be required.
5. Responding to challenges and representations in accordance with the relevant legislations.
6. Be aware of, understand and keep updated on all relevant policies and procedures which apply to the service.
7. Work effectively and collaboratively with other services and teams.
8. Deal with customer requests and complaints in a timely and professional manner giving accurate information to all relevant interested parties and stakeholders.
9. In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.
10. Completion of tasks to required standards and deadlines.

The above form sets out the area of work in which duties will generally be focused. Post holders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co- operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment
We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus
We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Person specification		
Post title: Technical Support Officer – Civil Enforcement	**Grade:** Grade 5	
Directorate: Lancashire Highways Service	**Post number**: F-285-0009	
Establishment or team: Civil Enforcement Team		
Requirements	**Essential (E) or Desirable (D)**	**Application form (AF), interview (I), test (T), or other (give details)**
Qualifications		
GCSE grade A-C or equivalent in English and Mathematics.	E	AF/I
Experience		
Experience of working in an office environment undertaking a range of administrative tasks.	D	AF/I
Experience of using computers and Microsoft Word, Outlook and Excel.	E	AF/I
Experience of working as part of a team.	E	AF/I
Experience of working to both individual and team deadlines	E	AF/I
Experience of delivering excellent customer service	E	AF/I
Experience of working within an organisation dealing with civil enforcement.	D	AF/I
Knowledge and skills		
Good organisational skills including prioritising workloads, decision making and time management.	E	AF/I
Effective written and oral communication skills	E	AF/I
Good attention to detail and skills which demonstrate thoroughness and accuracy in completing tasks.	E	AF/I
An ability to handle difficult customers in a calm and professional manner.	E	AF/I
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	I
4. Must be able and willing to work from home, this will include access to a home broadband connection.	D	I

Date: 30/10/2026
Note: We will always consider your references before confirming a job offer in writing.