

Role Profile

Part A - Grade & Structure Information

Job Family Code	6BF	Role Title	Senior Blue Badge Officer
Grade	PS6	Reports to (role title)	Blue Badge Supervisor
		Directorate/School	Resources
JE Band	192-227	Service/Department	Customer Services Contact Centre
		Date Role Profile was created	

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	To assess and process applications for Blue Badges (disabled parking permits) in accordance with the Department for Transport's national Blue Badge guidance. Responsibilities include issuing or refusing applications based on eligibility criteria, providing accurate advice and information to customers and internal services regarding the Blue Badge Scheme, and submitting weekly service level data and assist with complaints and enquiries. To support Team Leader and Supervisor within the Team on workforce planning and rotaring, and handling appeals and Member Enquiries.
Work Context	The blue badge team sits within Customer Services and work closely with the contact centre. We work with the Department for Transport, district and borough councils and voluntary organisations. The team is primarily office based but works in an agile way working from home and on occasion may visit other locations.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Collate and distribute weekly Blue Badge processing service levels to the Customer Contact and Blue Badge teams supporting transparency and service monitoring. Manage and assign daily and weekly task rotas within the Blue Badge team to ensure effective workflow and service delivery. Act as the first point of contact for queries raised via the Blue Badge team's Microsoft Teams chat, providing timely and accurate responses to support operational continuity. Maintain an advanced understanding of all relevant IT systems used in the Blue Badge service, offering troubleshooting support and guidance to colleagues as needed. Lead or support ad hoc projects, including the regular review and update of Blue Badge application forms in all formats to ensure accuracy, accessibility, and compliance. Assist with the coordination and delivery of the monthly over-80s mailing process, ensuring timely and correct communication with applicants. Support the delivery of refresher training sessions to promote ongoing learning, accuracy, and consistency across the Blue Badge team. Contribute actively to monthly team meetings, providing updates, insights, and suggestions for service improvements. Act as the primary point of contact for the Blue Badge team in the absence of senior leads ensuring smooth day-to-day operations. Assist in the preparation and management of appeals and complaints related to the Blue Badge service, as directed by line management. Support the drafting and coordination of responses to complex Member of Parliament and Councillor enquiries, ensuring professionalism and attention to detail. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required. To have regard to and comply with safeguarding policy and procedure as appropriate
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Familiar with one or more of the specific processes used in business, communication, financial or HR administration. • Ability to apply relevant health and safety, equality and diversity, and other county/service policies and procedures. • Competent in a range of IT tools. • Ability to work with others to achieve objectives and provide excellent customer service. • Good written and oral communication skills with the ability to build sound relationships with staff and customers. • Ability to prioritise and plan own workload in the context of conflicting priorities. • Experience of working in a busy office environment.
Details of the specific qualifications and/or experience if required for the role in line with the above description	A good general education, IT experience of using Microsoft Office applications and database applications. It is essential the post holder has computer literacy, effective written and communication skills, demonstrates experience of communicating effectively with customers and has commitment to improving customer service, ability to follow procedures and a willingness to work flexibly as part of a team.
Role Summary	Roles at this level provide a business support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or queries with the more complex issues referred to others. They support more senior staff by executing the detailed processes in specific aspects of business, financial, communication, facilities and/or HR administration and will be fully versed in all procedures of their specialism. They will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day timescales. They may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office. Some roles at this level may be more restricted in terms of variety or organisation of tasks than others. Where this is the case, customer service may be the predominant feature.
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