

Role Profile/Job Spec – Senior Blue Badge Investigator

Service	Parking Enforcement – Blue Badge Investigation
Job title	Senior Blue Badge Investigator
Post No	
Salary Grade	
Hours	40 hours per week, including some evening and weekend deployment
Responsible To	Operations Manager, Parking Enforcement (GEL). Operational tasking from Ealing Parking Services (Parking Operations Manager)
Responsible For	

Role Purpose

1. To lead the day-to-day delivery of Blue Badge investigation within GEL, supervising the Blue Badge Investigator(s) and personally undertaking complex and sensitive investigations from detection through to case file.
2. To act as the quality gatekeeper for the team, reviewing and signing off every case file before it is submitted to Ealing Parking Services, ensuring evidential sufficiency, legal compliance and adherence to PACE, CPIA and the Council's file standards.
3. To be the principal point of contact between GEL and Ealing Parking Services and Legal Services on investigative matters, and to build and maintain the team's investigative competence.

Context

The Blue Badge Investigation Team is employed and managed by Greener Ealing Ltd (GEL) and delivers the on-street detection, investigation and case-file preparation functions of the London Borough of Ealing's Blue Badge enforcement programme. Day-to-day deployment priorities, intelligence-led tasking and quality assurance of completed case files are provided by Ealing Parking Services through the Parking Operations Team. All prosecution decisions and court proceedings remain the responsibility of the Council and Ealing Legal Services. The postholder is not asked to make legal decisions but must produce work of a standard that allows the Council to do so with confidence.

Job Description

1. Provide day-to-day supervision, direction and support to the Blue Badge Investigator(s), including allocation of cases, monitoring of caseloads, regular case reviews, welfare and performance management in line with GEL policies.
2. Review every completed investigation file before submission to the Council, checking that the offence and each of its elements is properly evidenced, that all statements, exhibits, interview records and disclosure schedules are complete and admissible, that PACE, CPIA and statutory time limits have been complied with, and that the file meets the standards required by Ealing Parking Services and Legal Services.
3. Sign off files as fit for submission, or return them with clear written direction on the further enquiries or corrections required, and maintain a record of quality-review decisions and recurring issues to inform training and improvement.

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4. Act as the Disclosure Officer for the team, ensuring compliance with the Criminal Procedure and Investigations Act 1996 and its Code of Practice, including the recording, retention, revelation and scheduling of used and unused material, and the timely response to any requests from Legal Services or the defence.
5. Personally undertake proactive on-street patrols, badge inspections and retentions, on-street enquiries, investigations and interviews under caution, taking the lead on complex, sensitive or high-profile cases, including suspected organised or repeat offending, forged badges and cases involving vulnerable people.
6. Ensure that all inspection and retention of badges is conducted lawfully under the Chronically Sick and Disabled Persons Act 1970 (as amended by the Crime and Courts Act 2013) and the Disabled Persons (Badges for Motor Vehicles) (England) Regulations 2000, and that seized badges, exhibits and evidential material are handled, stored, recorded and returned in accordance with agreed procedures and continuity-of-evidence requirements.
7. Plan and conduct interviews under caution in accordance with PACE Codes C and E, including the more complex or contested interviews, and ensure that all interviews conducted by the team meet the required standard.
8. Attend Magistrates' Court and other courts and tribunals to give evidence, produce exhibits and support the Council's legal representatives, and brief and liaise with Legal Services on the strength, presentation and progress of cases.
9. Work with the Ealing Parking Operations Manager to translate daily and weekly deployment priorities, intelligence and corporate objectives into patrol plans and investigative tasking for the team, and adjust deployment in response to emerging intelligence.
10. Manage the team's intelligence function, ensuring that referrals from CEOs, the public, Council teams and partner agencies are recorded, graded, actioned and fed back, and identify patterns, hotspots and repeat offenders to target activity.
11. Deliver and maintain training for the Blue Badge Investigator(s) and, in conjunction with Ealing Parking Services, provide briefings and refresher training to CEOs and supervisors on badge security features, fraud indicators, lawful inspection, and the correct on-street handling of suspected misuse.
12. Prepare accurate monthly performance and management information, including hours deployed, badges inspected and retained, investigations opened and closed, files submitted, files returned for further work, and prosecution outcomes, and report on these to GEL and Ealing Parking Services.
13. Ensure that any directed surveillance proposed by the team is properly considered and, where necessary, authorised in accordance with the Regulation of Investigatory Powers Act 2000 and the Council's RIPA policy.
14. Maintain the team's procedures, templates and file standards, keep abreast of changes in legislation, case law, DfT Blue Badge guidance and prosecution practice, and update the team's working practices accordingly.
15. Ensure the lawful and secure handling of personal and sensitive data by the team in accordance with the Data Protection Act 2018 and UK GDPR, and respond to complaints, representations and requests relating to the team's activity, escalating to Ealing Parking Services where appropriate.
16. Ensure the team treats all members of the public, including genuine badge holders and disabled people, with dignity, respect and sensitivity, and that the team's conduct upholds the reputation of GEL and the Council.

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17. Deputise for the Operations Manager on Blue Badge matters as required, and represent GEL at meetings with the Council, the Metropolitan Police, other local authorities and partner agencies.
18. Where operationally required, support core parking enforcement operations, and maintain the competencies necessary to do so.

Health & Safety

1. Ensure that all duties are undertaken safely, in line with Safe Systems of Work (SSOW), dynamic risk assessment and lone-working procedures, in accordance with Greener Ealing's policies on Health & Safety, the Health and Safety at Work Act 1974 and other relevant legislation.
2. Manage confrontation and conflict professionally when challenging members of the public regarding suspected Blue Badge misuse, withdrawing where personal safety is at risk and requesting police or CEO support where appropriate.
3. Report all accidents, incidents, assaults, near misses and other potential dangers immediately and complete all necessary paperwork as soon as possible, as directed by management.

Vision and Values

Understand GEL's Vision "to be recognised as one of the leading environmental service providers in West London and across the Capital" and help GEL to achieve this Vision through adhering to the GEL Values (4 Cs): Customer Comes First; Collaborative; Caring and Committed.

Notes:

1. This post is subject to a satisfactory Disclosure and Barring Service (DBS) check and pre-employment vetting, and the postholder must declare any subsequent cautions or convictions.
2. The postholder will be employed by GEL for all employment, HR and welfare purposes but will receive operational direction on investigative priorities and tasking from Ealing Parking Services. Deployment may be from Greenford Depot or Perceval House depending on operational requirements.
3. The postholder's sign-off does not replace the Council's own quality assurance and legal review. Prosecution decisions and the conduct of court proceedings remain the responsibility of Ealing Parking Services and Ealing Legal Services.
4. The postholder will be required to complete induction with Ealing Parking Services and Ealing Legal Services and to maintain their knowledge of PACE, CPIA, RIPA and related legislation through continuing professional development.
5. The postholder may be deployed into other service area(s) within GEL, in line with the needs of the service, as directed by the line manager.
6. The tasks listed in this job description are not exhaustive and the postholder may be asked to undertake additional duties in line with the needs of the service and the grade of the post, as directed by the line manager.

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Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	<p>Accredited Counter Fraud Specialist (ACFS), Professionalising Investigation Programme (PIP) Level 2, or an equivalent recognised investigative qualification, or substantial equivalent experience as a criminal or counter-fraud investigator.</p> <p>Good standard of general education including GCSE English and Maths at Grade 4 (C) or above, or equivalent.</p>	<p>Accredited Counter Fraud Manager (ACFM) or other supervisory investigative qualification.</p> <p>Recognised training in interviewing (for example PEACE) and in disclosure.</p> <p>Supervisory or management qualification.</p> <p>City & Guilds Level 2 Award in Parking Enforcement (WAMITAB) or equivalent.</p> <p>Full UK driving licence.</p>	Application/ certificates
Knowledge	<p>Detailed working knowledge of the Police and Criminal Evidence Act 1984 and its Codes of Practice, including the practical application of Codes C and E to interviews under caution.</p> <p>Detailed working knowledge of the Criminal Procedure and Investigations Act 1996, its Code of Practice and the role of the Disclosure Officer.</p> <p>Thorough understanding of the rules of evidence, the elements of offences, evidential sufficiency, continuity of evidence and the requirements of a prosecution-ready case file.</p> <p>Working knowledge of the Regulation of Investigatory Powers Act 2000 and of data protection law in an investigative setting.</p>	<p>Detailed knowledge of the Blue Badge scheme and the offences and powers under the Chronically Sick and Disabled Persons Act 1970, the Disabled Persons (Badges for Motor Vehicles) (England) Regulations 2000 and the Crime and Courts Act 2013.</p> <p>Knowledge of the Fraud Act 2006, the Forgery and Counterfeiting Act 1981 and the Theft Act 1968.</p> <p>Knowledge of the Traffic Management Act 2004 and civil parking enforcement in London.</p> <p>Knowledge of local government governance and of working within a wholly-owned council company.</p>	Application/ interview / written file- review exercise

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ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	Understanding of court procedure in the Magistrates' Court, statutory time limits and the role of the witness.		
Relevant Experience	<p>Substantial experience of conducting criminal, regulatory or counter-fraud investigations from initial enquiry through to the preparation of a prosecution file.</p> <p>Experience of conducting interviews under caution in accordance with PACE.</p> <p>Experience of preparing case files for prosecution, including disclosure schedules, and of working with solicitors or prosecutors to bring cases to court.</p> <p>Experience of giving evidence in a Magistrates' Court or other court or tribunal.</p> <p>Experience of reviewing or quality-assuring the investigative work of others and giving constructive feedback.</p>	<p>Experience of supervising, training or mentoring investigators or enforcement officers.</p> <p>Experience of Blue Badge or other parking-related fraud investigation.</p> <p>Experience of intelligence handling and of directing intelligence-led deployment.</p> <p>Experience of working in a local authority or uniformed enforcement environment.</p> <p>Experience of producing management information and performance reports.</p>	Application/ interview
Personal skills	<p>Excellent written communication skills, with the ability to write and critically review statements, reports and case files, and to give clear written direction on their improvement.</p> <p>Confident, calm and authoritative verbal communication, able to lead a team, challenge suspected misuse professionally, de-escalate conflict and present evidence credibly in court.</p>	<p>Ability to analyse data and intelligence to identify patterns and target resources.</p> <p>Experience of delivering training or briefings to operational staff.</p>	Application/ interview

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	<p>The highest standards of personal integrity, honesty and impartiality, and the ability to hold others to those standards.</p> <p>Sound judgement in assessing evidence, risk and proportionality, and the confidence to return work that does not meet the required standard.</p> <p>Strong organisational skills, able to manage the team's caseload, deadlines and statutory time limits.</p> <p>Ability to build effective working relationships with Council officers, Legal Services, the police and partner agencies.</p> <p>Competent in the use of Microsoft Office, case-management systems, mobile devices and body-worn video.</p>		
Specialist working conditions	<p>Ability to undertake periods of foot patrol in all weather conditions, for which suitable uniform and protective clothing will be supplied.</p> <p>Required to work some unsociable hours including early mornings, evenings and weekends, in line with intelligence and operational need.</p> <p>Willingness to attend court, sometimes at short notice, and to work outside the Borough where investigations require.</p> <p>Prepared to adopt a flexible approach and to support wider parking</p>		Application/ interview



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	enforcement operations as the workload demands.		



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Our Values – 4Cs

Gel's values set out what we stand for and how we will behave at work. They are the basis of how we will deliver our Vision of being recognised as one of the leading environmental services providers in West London and across the capital.

1. Customer comes first – remembering our purpose and doing the very best for the people we serve.

- We achieve this by - being considerate, responsive and polite at all times and by being careful not to leave any mess.
- We don't achieve this unless we treat our customers as we would like to be treated ourselves.

2. Collaborative – with workmates and others.

- We achieve this if we - act as one organisation or team, sharing information and knowledge, and if we support each other wherever we can
- We don't achieve this if we - don't work as a team, ignore what others are doing or planning to do, or if we make decisions without involving other service users

3. Caring – about the health safety and welfare of our employees.

- We achieve this when we – take responsibility for our own health, safety, welfare and wellbeing and also that of others. This includes being respectful and supportive towards colleagues, taking care to maintain a healthy worklife balance, and challenging behaviours that are inconsistent with Gel's Dignity at Work policy.
- We don't achieve this if we – not serious enough about health, safety, welfare and wellbeing; are unsupportive; or if we don't have each others' backs.

4. Committed – to delivering services, to innovation, tackling problems and finding better ways of working.

- We achieve this when we – take the initiative to find or suggest better ways of working, listen to each other, and share good ideas.
- We don't achieve this unless we – keep an open mind and accept there may be better ways to get the work done.

We know that we will only deliver our Vision through each of us pulling together, working within the spirit of our Values, to make GEL one of the leading environmental services providers in West London and across the capital.