

Job Description

Service:	Operations
Job title:	Parking Services Officer
Grade:	B
Hours of work:	37 per week to include alternate Saturdays
Responsible to:	Parking Services Assistant Manager
Direct reports:	0
Indirect reports:	0

Parking Services Officer – day to day duties include:

- The patrolling & monitoring of HDC owned/managed car parks undertaking enforcement action where you judge an offence has occurred against parking regulations.
- To provide a visible customer service presence and a point of contact for members of the public across HDC car park sites.
- To carry out equipment checks and basic maintenance and cleansing activities on car parks.


Key Deliverables:

- To patrol & monitor HDC owned/managed car parks undertaking enforcement action where you judge an offence has occurred against parking regulations.
- To provide a visible customer service presence and a point of contact for members of the public across HDC sites.
- To carry out equipment checks and basic maintenance of parking equipment to ensure this is available for public use reporting/referring any faults to a supporting contractor where required.
- To report any required repairs, maintenance issues or any other matters that may reduce or prevent any facilities or areas patrolled being used to proper effect.
- To report any issues relating to other services provided by the Council, where their resolution is required to ensure consistency of service

To produce:

- Written and/or photographic evidence of illegal or improper use or of any facilities within the designated area whilst undertaking duties.
- Statements to legal services so that the Council may pursue non-payment of Excess/Penalty Charge notices.
- Evidence for car parking related matters in court when required.

Qualities	Examples
<p>Knowledge and Qualifications</p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p>	<p>Required:</p> <ul style="list-style-type: none"> • Mathematics and English GCSE grade C or above (or equivalent). • Manual Car Driving license. <p>Desirable:</p> <ul style="list-style-type: none"> • Basic understanding of local community and parking problems. • Understanding of parking restrictions and signage under the Highway Code.
<p>Experience</p> <p>Experience the person would need to do the job</p>	<p>Required:</p> <ul style="list-style-type: none"> • Experience of dealing with customers in a face-to-face environment. • Developing good working relationships with groups, organisations and customers. <p>Desirable:</p> <ul style="list-style-type: none"> • Keeping accurate and up to date records. • Working in an enforcement role. • Working outdoors in an unsupervised setting.
<p>Skills and Abilities</p> <p>Specific skills the applicant would need to do the job</p>	<p>Required:</p> <ul style="list-style-type: none"> • Good communication skills – written and verbal. • Ability to work alone and as part of a team. • Ability to use portable technology such as handheld device for monitoring car parking (comparable to using applications on a smartphone). • Ability to deal with people in stressful and challenging situations and to remain calm under pressure. • Personal mobility to enable patrol and inspections across the district for long periods • Basic IT skills such as the ability to send emails. • Basic maintenance skills (comparable to the ability to change a car battery)
<p>Decision making and Impact on others</p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<ul style="list-style-type: none"> • The post is required to make a judgement against the relevant car park restrictions to determine if an offence has occurred. • Failure to take appropriate action impacts the Council's ability to show consistency and fairness in the application of rules to all service users. • Ability to assess the environment to determine if there is a risk to the Health & Safety of the public & staff.

Qualities	Examples
<p>Communication with Internal and External Customers</p> <p>What customers the applicant would be in contact with in the job</p>	<p>Predominantly external customers – high visibility with members of the public</p> <ul style="list-style-type: none"> • Internal customer contact 30% • External customer contact 70%
<p>Personal attributes & other requirements</p> <p>In this section please list any other qualities you are looking for from the applicant</p>	<p>Required:</p> <ul style="list-style-type: none"> • Able to work to own initiative to prioritise tasks on a daily basis • Able to work flexible hours to meet the demands of the service • Able to remain calm under pressure to manage a situation when faced with conflict • Able to demonstrate confidence and be assertive. • Able to work as part of a team and support colleagues in fairly allocating tasks.
<p>HDC values</p> 	<p>The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people’s differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to Safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda



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- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children