

Job Description

Service:	Parking Services
Job Title:	Parking Processing Support Officer
Grade:	C
Hours of work:	To be confirmed (multiple roles)
Responsible to:	Parking Processing Manager
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	0

Purpose of Post:

This role plays a key structural part in supporting service delivery in accordance with legislation and relevant guidance.

The postholder will support on the delivery of core service processing functions that support on and off-street district-wide parking enforcement and car park operation in Huntingdonshire.

The role will be required to support on the delivery of charge notice progression, parking correspondence and other activities associated with the delivery of the service.

Key Deliverables & Duties:

This job description is intended only as a guide to the range of duties involved which include:

- Supporting the delivery of the core service processing functions that relate to on and off-street district-wide parking enforcement and car park operation in Huntingdonshire.
- Specifically, this will include Notice Processing & parking appeals.
- The role will communicate regularly with service users through multiple means of communication, responding to and acting upon customer contact.
- You will be required to work in accordance with the Road Traffic Regulations Act 1984, the Traffic Management Act 2004 (TMA 2004), and any other legislations, policies and local guidance in place as applicable.
- You will need to possess excellent administrative skills and attention to detail when updating service records in relation to Notice Processing, parking permits, parking income and other records that may need to be maintained to support service delivery.
- You will support the Parking Processing Manager by undertaking activities including data entry that inform the monitoring of service compliance and performance.
- Raising and processing of purchase orders & goods receipts including review of invoices received.
- Supporting the service by undertaking site checks to ensure areas are free from issues that may impact use.
- You will be required to use existing Council contracts to purchase goods and services.
- The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within HDC.

Knowledge and Qualifications	Required: • 3 GCSEs (or equivalent) at grade C or above including Maths & English (or equivalent experience). • Car Driving license (manual). • Formalised Notice Processing training. This will be provided by HDC. A Pass must be achieved to pass probation. • Knowledge and understanding of the use of data in line with Data Protection legislation. • Ability to gain knowledge of the Traffic Management Act (TMA 04) 2004, the Road Traffic Act 1991 (RTA 91), and the Road Traffic Regulations Act 1984 (RTRA 84) to support practical working and understanding of offence legislation and criteria. • Knowledge of case management (and associated systems) for the purpose of progressing Charge Notices, appeals and the generation of case packs for independent adjudication. Desirable: • An understanding of common parking restrictions (both on and off street). • Understanding of other applicable parking legislation and localised guidance and policies. • Knowledge of the Councils current CRM, Customer Portal & Finance systems
Experience	Required: • Experience of working in a frontline customer facing role or service environment. • Working in an unsupervised setting. • The ability to produce spreadsheets accurately recording and monitoring data required by the service.
Skills and Abilities	Required: • Ability to work effectively with minimal supervision both alone and as part of a team. • Excellent communication skills (both verbal and written). • Ability to use Microsoft suite including Outlook, Teams, Word, Excel and PowerPoint.

	• Ability to use a smartphone or tablet device. • Attention to detail as you will be required to accurately process information relating to offences.
Decision Making and Impact on Others	Required: • Make decisions in accordance with guidance when processing appeals. • Ability to assess the environment to determine if there is a risk to the Health & Safety of the public & staff. • To review customer correspondence and provide an outcome in accordance with guidance.
Communication with Internal and External Customers	The post holder will: • Respond to emails from internal and external stakeholders. • Responding to emails relating to service queries or enforcement issues raised by the public. • Able to communicate with people face to face and on the telephone with great interpersonal skills. • The post holder will be required to communicate effectively and empathetically when liaising with customers. • Ability to communicate effectively at all levels ensuring you adapt your methods and language when necessary. Contact: • Internal customer contact 20% • External customer contact 80%
Personal Attributes and Other Requirements	Required: • Able to use your initiative to prioritise daily tasks and respond to changing circumstances. • Able to demonstrate confidence, knowledge, and authority within the role of Parking Processing Support Officer. • Supportive and motivational of colleagues. • Ability to maintain positive working relationships with internal and external partners. • Able to be discreet in dealing with sensitive situations/issues. • Able to maintain a professional attitude as you would be representing the Council.
HDC Values	The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.

 icare	Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all. Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs. 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.
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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.

- Demonstrates understanding of safeguarding issues.
- Has a good understanding of the Safeguarding agenda.