

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

Qualities	Examples
<p><b>Communication with Internal and External Customers</b></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"> <li>• Internal customer contact 30%</li> <li>• External customer contact 70%</li> </ul>
<p><b>Personal attributes &amp; other requirements</b></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"> <li>• Able to work to own initiative to prioritise tasks on a daily basis</li> <li>• Able to work flexible hours to meet the demands of the service</li> <li>• Able to remain calm under pressure to manage a situation when faced with conflict</li> <li>• Able to demonstrate confidence and be assertive.</li> <li>• Able to work as part of a team and support colleagues in fairly allocating tasks.</li> </ul>
<p><b>HDC values</b></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><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people’s differences and are considerate to their needs.</p> <p><b>Enterprising:</b> 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.

(The above lines need to remain in all JD. The lines below, delete as applicable – this is for roles where you are working with vulnerable adults or children)

- 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