# Job Description and Person Specification

## Job details

Job title: Parking and Permits Officer

Grade: RT Level 4

Reports to: Traffic Enforcement Manager

Responsible for: No reports

Directorate and Service area: Place and Economy Assets and Environment

## Purpose of the job (why the job exists)

1. To provide an efficient and effective service ensuring the best customer care practices are adopted. Dealing with customer enquiries on a wide range of parking issues including permit parking, bay suspensions and other requests related to parking and permit matters. The post holder is responsible for car park payments and reconciliations from customers and suppliers. Also, working with suppliers, customers, and colleagues, to ensure innovative and sustainable solutions are provided. Permits would include, but not exclusive to, residential, staff, contractor, business, and country parks.

## Principal responsibilities

1. To ensure that applications for permit, waiver and bay suspensions are processed in a timely way, responding to customers appropriately. Determining eligibility and entitlement by ensuring all documentation is in order before confirming the issue/authority for permits or works to take place. This includes internal requests for staff permit parking across the Authority.
2. Reconcile payments for car park income and ensuring all documents are in order for processing payments for/from suppliers. This would include raising purchase orders and invoices to ensure payments are made and to ensure the records are kept up to date on systems.
3. To provide telephone/email advice, guidance and assistance to customers in respect of parking matters, permit applications and associated legislation and Council policies.
4. Draft reports and policies, commensurate with the role.
5. Assist with office cover, training and mentoring of new staff.
6. Manage levels of stock required to perform duties.
7. Ensure content on website is current and reflective of processes.
8. Provide management information in an appropriate format, such as Excel spreadsheets
9. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs.
2. Comply with the Council’s policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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## Special features of the post

Nil

# Person Specification

| **Attributes** | **Essential criteria** | **Desirable criteria** |
| --- | --- | --- |
| Education, Qualifications and Training | GCSEs at grade 4, or equivalent, including English and Maths  | Experience of working within a role bound by legislative framework  |
| Experience and Knowledge | Experience of Customer Service - face to face, over the telephone and in writing. Excellent verbal and written communication skills, including plain English Problem solving skills, tenacity and a positive attitude Experience of working in a challenging office environment and working to objectives and demanding deadlines. Experience of managing workloads to meet statutory deadlines Working as part of a Team  | A good knowledge of the policies and procedures relating to the role |
| Ability and Skills | Ability to use IT/database systemsAbility to prioritise own workload and be able to work to tight deadlinesAbility to solve problems and demonstrate the ability to challenge current thinking and working practicesAbility to present key issues in a persuasive and balanced manner, influencing opinion and resolving deadlocked situationsAbility and commitment to securing the best possible service and outcome for customersAbility and commitment to the team approach, exchanging ideas and providing support to colleaguesAbility to convey information clearly and accurately in writing and verbally to a wide range of recipients.Ability to deal with complaints and enquiries which sometimes on occasions the post holder may be subject to verbal abuse from customers during the course of their duties | Experience of using systems to provide reports and information |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  |
| Additional Factors |  |  |