Job Description

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| **Job Title:** | Customer Support & Equipment Maintenance Officer |
| **Team/Service:** | Parking |
| **Business Unit:** | Business Services |
| **Commissioning Area** | Corporate & Business Services |
| **Responsible To: *(day to day issues)*** | Parking Operations Manager |
| **Accountable To: *(line manager)*** | Service Lead - Parking |
| **Salary Grade: *(Spinal column points only)***  ***JE Ref*** | 7 - 11 |

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| 1. **Key Purpose of Job**    1. To act as an ambassador for Torbay Council by being a point of contact for customers within car parks and on street parking areas to provide assistance and help where required    2. To provide an effective day to day operation of all Council off street car parks and on street parking areas within the context of the Civil Parking Enforcement system    3. To ensure parking equipment is working within normal parameters including pay on exit equipment    4. To issue penalty charge notices when required    5. To assist event organisers to implement road closures and ensure car parks are closed for required event activity    6. To inspect potentially abandoned vehicles    7. To support the Civil Enforcement Service office as required. |

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| 1. **Anticipated Outcomes of Post**    1. An efficient and effective parking service to the public, operated in accordance with current legislation and Council policies and providing the best service possible to all residents and visitors    2. To ensure pay and display equipment is maintained to a high standard    3. To ensure statistical information is available on request in relation to parking income and capacity and demand    4. To support the Civil Enforcement Service |

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| 1. **List Key Duties and accountabilities of the post**     1. Ensure a high standard of customer care and service is provided in the Council’s car parks and make any suggestions for improvement    2. Respond independently to unexpected problems and situations using recognised procedures    3. To maintain and repair parking equipment to the required standard    4. Report any faults with parking equipment or repairs that the relevant employees are unable to repair and arrange onward transmission to the equipment contract engineer or the appropriate contractor for rectification of the fault or repair including pay & display meters    5. Undertake all necessary tariff changes to the required equipment and ensure the necessary communication to the customer    6. Being conversant with the operation of all car park lifts and ensuring that any lift alarm activations are responded to within the relevant target time    7. Investigating insurance claims, completing necessary reports    8. Documenting the income reconciliation of way bills and reporting to the Team Leader when there are discrepancies and updating the required spreadsheets    9. Ensure all relevant records, files, and administrative functions ascertaining to the parking service are maintained correctly including daily work reports    10. Check all safety equipment, including fire equipment and first aid supplies    11. Ensure the locking and unlocking various car park offices, buildings and stores, maintaining security at all times and being responsible for the security of keys    12. Dealing with all day to day aspects of pay on foot parking including answering intercom calls from customers and attending on site to assist    13. Ensure there is adequate communication to the customer within all parking areas e.g. tariffs, parking enforcement, signage    14. Undertake some minor repair works to parking areas e.g. erecting/cleaning signs, painting and cleaning parking equipment and using the necessary equipment, ie drills etc.    15. Ensure all relevant car parks are opened by the required times and closed if required    16. Deliver parking permits to Tourist Information Centres and customers to ensure a prompt service is provided    17. Place out the necessary signage for events to ensure effective road closures are implemented    18. To implement parking suspensions and reinstatement of parking spaces/bays/places    19. Report all sign and line faults relation to car parks and parking enforcement and where required undertake remedial repairs    20. Maintain a working knowledge of all parking enforcement legislation and activity and occasionally direct Civil Enforcement Officers to areas of non complaint parking activity    21. To be a full accredited Civil Enforcement Officer and to carry out the role of a Civil Enforcement Officer when required    22. To train and direct Civil Enforcement Officers when required on first line operational functions of pay and display and pay on exit equipment. Also when supporting the enforcement office to direct CEOs to areas where compliance is required.    23. Ensuring that all car parks, huts, kiosks, stores, offices and lift motor rooms are clean, tidy and workable and comply with Health & Safety requirements at all times    24. To report and investigate notifications of abandoned vehicles and advise the TRO Technician & Compliance Monitoring Officer of initial inspection   3.25 To support the Civil Enforcement Service by arranging/re-arranging beats and deploying Civil Enforcement Officers to where they are required to ensure compliance is gained. |

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| 1. **Give examples of the typical types of problems and decisions the post will be required to make**    1. Resolving errors and problems with parking equipment    2. Resolving and updating the pay on exit system to ensure customers are able to exit upon payment    3. Daily liaison with customers both face to face and via telephone to resolve queries and questions    4. To place out suspensions and cone off areas where parking is not permitted.    5. Placing out road closure signage for event organisers |

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| 1. **Budgetary / Financial Responsibilities of the post**    1. Way bill reconciliation |

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| 1. **Supervision / Line Management Responsibilities of the post ( Please show / provide organisation structure as an appendices, showing official reporting lines**    1. None |

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| 1. **Working Environment & Conditions of the post**    1. Work will involve outdoor working in all weather conditions |

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| 1. **Physical Demands of the post**    1. Normal walking physical effort    2. Lifting of street furniture – cones, signs, metal bollards and pay and display machines |

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| 1. **Specific Resources used by the post**     1. Council vehicle and to carry out regular inspection, maintenance in accordance with the Council’s Driver’s Handbook    2. All keys for pay and display and barrier arm equipment and barriers to car parks in Torbay    3. Keys for car park offices    4. To use hand held computers, printer and camera    5. Mobile phone and electronic tablets |

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| 1. **Key Contacts and Relationships**    1. **External: Members of the public, Contractors, Event Organisers, Customers, Tor2, police**    2. **Internal: Members, Internal Departments** |

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| 1. **Other Duties**   To undertake additional duties as required, commensurate with the level of the job.  The post holder is required to be available out of hours to support the service |

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| Other InformationAll staff must commit to Equal Opportunities and Anti-Discriminatory Practice.  1. The Council operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement. 2. The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures. 3. The post-holder must comply with the Council’s Health and Safety requirements as outlined in the H&S policy appropriate to the role. 4. This post is based at Paignton but the post holder may be required to move their base to any other location within the Council at a future date. 5. As this post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check (Disclosure) from the Criminal Records Bureau before the appointment is confirmed. This will include details of ALL cautions, reprimands or final warnings as well as convictions, whether “spent” or “unspent”. Criminal convictions will only be taken into account when they are relevant to the post. |

**Person Specification**

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| **Note for Candidate**  **All Candidates**  The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.    In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria. Candidates who consider that they have a disabilityReasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.Where ever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role. |

**Person Specification**

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| **Job Title:** | **Customer Service Parking Officer** | **Business Unit:** | **Resident and Visitor Services** | **Team/**  **Service:** | **Parking** |

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| **Essential Skills and Effectiveness:** | **Desirable Skills and Effectiveness:** |
| 1. Effective communication skills and the ability to communicate with all mediums from verbal to electronic 2. Effective organisational skills 3. Customer focused approach and prioritise customers needs 4. Ability to demonstrate effective numeracy and literacy skills 5. To be able to demonstrate problem solving skills and to use own initiative 6. Ability to plan own work load and deliver the service as appropriate 7. Ability to make effective operational decisions and to issue instructions for their implementation 8. Ability to provide high quality customer care with good negotiating skills including the ability to resolve conflict 9. Ability to carry out the role of a Civil Enforcement Officer. | 1. Experience of lone working arrangements 2. Carrying out Risk Assessments |

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| **Essential Knowledge:** | **Desirable Knowledge:** |
| 1. Knowledge of Microsoft Office including excel, word and outlook 2. Able to interpret contractual documents to direct contractors to deliver services on behalf of the Council | 1. Knowledge of local area and parking areas 2. Knowledge of current parking equipment in particular pay and display machines |

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| **Essential Experience/Achievements:** | **Desirable Experience/Achievements:** |
| 1. Problem solving in a customer service environment 2. Face to face experience of dealing with customers 3. Experience in equipment maintenance/repair | 1. Background in delivering parking arrangements and parking enforcement in line with the Traffic Management Act 2004 |

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| **Essential Qualifications/Professional Memberships:** | **Desirable Qualifications/Professional Memberships:** |
|  | 1. NVQs in customer service or parking 2. Minimum of five GCSEs or equivalent at grade C and above |

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| Essential – Other requirements of the job role  * Demonstrates a commitment to customer service * Ability to carry out the physical requirements of the role including some manual handling * Ability to travel efficiently around the Bay/South West/UK in order to carry out duties and current/valid driving licence is required * Ability to accommodate unsociable hours * Ability to accommodate shift patterns * Ability to accommodate on-call working |