WOKING BOROUGH COUNCIL

JOB PROFILE

Job Description

**Post:** **Parking Administrator**

Pay Grade: **W1-W2**

Directorate: Place

**Team: Parking Services**

Reporting To: **Parking Operations Manager, Parking Manager**

Budgetary Responsibilities: **Total £0**

**Job Purpose:**

* To support the management and delivery of parking services in Woking.
* Assisting with day-to-day management, administration, and the development of parking services.
* Serving to promote and maintain an environment and a culture that has the highest standards and places customers first.

**Main Tasks:**

1. To deputise for the Senior Parking Officer when they are on leave or out of the office. Take decisions in line with parking policy and standard practices, referring to senior management if an enquiry becomes complex, difficult to resolve or requires additional consultation.
2. To manage written correspondence and callers (both telephone and in person) connected with parking, ensuring a professional and first class service is maintained at all times.
3. Assist with the day to day delivery of parking permit administration.
4. Update and manage permit software to ensure permit holders are eligible to continue to park in the car parks, including all company, voluntary and associated organisations that have contract permits.
5. To record on systems all changes in respect of the permits currently issued within Woking, ensuring that discrepencies are minimised and dealt with in a timely way. This will include all resident, company, individual, Blue Badge Holder, employee and councillor permits.
6. Assist with the day to day delivery of Penalty Charge Notice (PCN) processing. This includes issuing and printing letters, updating DVLA records, reviewing evidence and photos and scanning on documents to cases and assisting the process of debt recovery.
7. Maintain an effective, digital filing system recording parking transactions in a recoverable format.
8. Assist with reporting of statistics using the software available, for management review.

1. Review and carry out updates to the parking website pages.
2. Participate in events and support with any emergency incidents and volunteer initiatives as required
3. Provide support and cover in the car park control room in emergency situations (following training)
4. Ordering and control of parking stationary, including identifying cost and negotiation of total charges quoted.
5. Manage, review and delete files no longer required on the council’s Sharepoint system.
6. Archive paperwork and documents and make sure that all records are kept in line with the General Data Protection Regulations.
7. Keep abreast of latest parking systems being implemented by attending training and obtaining the required knowledge neccesary to perform at an optimal level.
8. To assist with the daily operation of Borough wide car parks by acting as a Car Parks Ambassador whenever required, learning, monitoring and operating car park operation systems, resolving customer enquiries and assist with first line maitenance, security, CCTV surveilance and inspections where called upon.
9. Learn and understand the customer care code and complaints procedure to advise and provide excellent service at the first point of contact.

**People Management:** N/A

**Service Management:** N/A

**Financial Responsibility:**

* Invoice new and existing customers, including follow up of unpaid invoices and referral of bad debts. Pre-authorise payments to existing suppliers and related contracts. Raise purchase orders for new suppliers.
* Reconcile income related to PCNs, permits and car park machines. Printing, copying, and scanning of related transactional paperwork.
* To maintain, reconcile and update parking validation solutions such as WeValidate and the WPS Business Parking App.
* To maintain, reconcile and update parking payment solutions such as Chipside, JustPark and ZatPermit.
* To take and input payments from members of the public.

Other Responsibilities:

* To undertake other duties which may arise or as may be delegated from time to time, commensurate with the skills required for this post.

**Person Specification**

**Key:**

E = Essential, D = Desirable, A = Application Form, I = Interview, P = Presentation

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Standard** | **E/D** | **Measure** |
|  **Education & training** | * GCSE Maths and English qualification level 5 / grade C or above
* Customer care training
* Communication training
* NVQ Level 2 qualification in Parking Notice Processing or equivalent, or working towards
 | EDDD | AAAA |
|  **Experience** | * Experience working in a customer-orientated environment
* Experience of working in parking administration or have similar parking and traffic related experience
* Knowledge of Local Government functions and services
* Microsoft Office fluency
 | DDDE | A/IA/IA/IA/I |
|  **Special Skills** | * Excellent communication skills
* Excellent computer skills
* Outstanding attention to detail
* Command of other languages
* Positive attitude to public service
* Self-motivated
* Willingness to take on new tasks and challenges
* Desire to learn
* Adaptable to change
* Ability to work on own initiative and cope with frequent interruptions in a busy office environment
* Team player
* Flexible and reliable
* Honesty and integrity
 | EEEDEEEEEEEEE | A/IA/IA/IIIIII IIIII |
|  **Special Requirements** | * Candidates must have a flexible approach with regard to duties undertaken (reporting lines subject to review).
 | E | I |

**Candidate Screening**

|  |  |
| --- | --- |
| **Does Rehabilitation of Offenders Act 1974 apply?** | No |
| **Disclosure and Barring Service check required? \*** | No |
| **Is this a Politically Restricted Post?** | No |
| **Does this role have emergency responsibilities?** | No  |

\* Please note that whilst DBS is not required, a requirement of the role is gaining successful vetting from Surrey and Sussex Police in order to operate within the CCTV room and Alarm Receiving Centre (ARC), where the car parks operational team is based. There is no cost to doing this and it is arranged once successful in the role by the Council.

**Role Map**

|  |  |
| --- | --- |
| **Behaviour** | **Level Required** *(1-4)* |
| Shaping our Future | 1 |
| Leading our People | 1 |
| Delivering for our Customers | 2 |
| Making Change Happen | 2 |
| Team and Partnership Working | 1 |
| Communicating Openly | 2 |
| Performance Management | 1 |

Please refer to the Council’s Behavioural Framework for examples and indicators of the expected behaviour required at each level (this will be attached as a document to each job advert).