

Folkestone & Hythe District Council Job Description

JOB DETAILS	
Job Title	Parking Operations Officer
Service Area / Team	Regulatory & Community Services
Reports to	Transportation Manager
Grade & Annual Salary	Grade D (£28,244 – £31,247 pro-rata)
Politically Restricted Post	No
DBS Requirement	None

JOB PURPOSE
To contribute towards the provision of effective management of the council's on & off street parking facilities

MAIN DUTIES AND RESPONSIBILITIES	Frequency (daily/weekly/ monthly/annually etc)
To review and approve applications for the suspension of parking spaces, and to ensure that appropriate signage for approved suspensions is prepared and installed promptly.	Daily
To be responsible for the assessment and implementation of applications for Disabled Persons Parking Bays.	Daily
To respond and action solutions to queries and complaints relating to the parking service, streetlights and Council projects on the highway.	Daily
To liaise with the maintenance contractor for repairs to parking machines and EV charging points both on & off street.	As required
To be responsible for the maintenance of markings and signage on & off street, and programme such works accordingly.	Daily
To assist in the implementation of new parking schemes including parking surveys and consultations.	Daily
To collate complaints and reports from members of the public, and to coordinate the scheduling of maintenance and repair works for street name plates and passenger shelters.	Daily
To assist the Transportation Manager in managing parking related contracts, such as cash collections and equipment maintenance.	Daily

To encourage and promote close working relationships with Kent County Council, town and parish councils on highway issues.	Daily

CORPORATE RESPONSIBILITIES

- Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
- To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
- To actively demonstrate the values and behaviours of the council.
- To ensure our customers are valued by taking into account their views and needs in all that we do.
- To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
- To communicate openly and honestly with colleagues, members and customers.
- To undergo any training necessary to be able to fulfil the requirements of the job.
- To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

Folkestone & Hythe District Council Person Specification

Post Title: Parking Operations Officer

Important Information for Applicants:				
The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.				
Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	Essential <ul style="list-style-type: none"> A – C Maths and English GCSE, Level 2 literacy and numeracy (or equivalents) or recent and relevant experience that demonstrates proficiency in English and Maths 	✓		
	Desirable			
Experience and Knowledge	Essential <ul style="list-style-type: none"> Experience of operating MS Office systems such as Microsoft Word, Excel and Outlook. Recent and relevant office-based administration experience. Experience of working in a customer facing environment Knowledge and experience of parking related processes 	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓	
	Desirable <ul style="list-style-type: none"> Understanding of Traffic Regulation Orders (TROs) and controlled parking schemes. 	✓	✓	
Skills and Abilities	Essential <ul style="list-style-type: none"> Ability to work as part of a team Ability to operate on own initiative with minimal supervision Excellent written and oral communication skills Excellent interpersonal skills and ability to liaise effectively with a range of stakeholders and customer 	✓	✓ ✓ ✓ ✓	

	<ul style="list-style-type: none"> ▪ High level of attention to detail and accuracy ▪ Competent user of IT, particularly Microsoft Office ▪ Proactive and committed to continued service and personal development ▪ Ability to adapt and proactively organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times. ▪ Ability to demonstrate a professional and customer orientated approach ▪ Excellent interpersonal skills with the ability to operate and build excellent working relationships at all levels 	<p style="text-align: center;">✓ ✓</p>	<p style="text-align: center;">✓ ✓ ✓ ✓ ✓ ✓</p>	
	Desirable			