

Parking Business Support Officer

LEVEL: Level 7

ACCOUNTABLE TO: Parking Team Leader

SALARY: £28,598 – £32,061 per annum

LOCATION: Totnes Depot/Follaton House, Totnes / Kilworthy Park, Tavistock

Job Purpose

The Business Support Officer is a vital part of the Parking team. They are the link between the services and customers we support, and the wider Community Services team. They will monitor the income and cash collection audits, process invoices, ensure contracts are meeting SLAs; liaise with stakeholders; generate reports; answer complaints and freedom of information requests; respond to formal representations, monitor Civil Enforcement Officer and car park performance. This role requires organisation, enthusiasm and dedication to take responsibility for a demanding and critical function.

Role Profile

- ◆ Respond to Freedom of Information requests and complaints.
- ◆ Act as part of a support network for mobile based lone workers in Community Services team
- ◆ Support the financial aspect by monitoring, reporting and processing cash collection audits, invoicing and purchasing
- ◆ Provide timely, professional responses to second stage PCN appeals known as formal representations, ensuring the correct process has been followed in line with regulated legislation.
- ◆ Act as an ambassador of the Council and provide excellent customer service
- ◆ Form an excellent working relationship with colleagues to help deliver shared priorities
- ◆ Carry out performance overviews for car parks, income, ticket sales, enforcement officers, maintenance to ensure best practice
- ◆ Monitor car park contracts to ensure they are meeting SLAs.
- ◆ Escalate issues or areas for concern to the Team Leader
- ◆ Provide administrative support for service projects as required
- ◆ Liaise with various departments to manage events, car park closures, maintenance etc. including the set up
- ◆ Prioritise tasks effectively and manage workload, providing timely updates and monthly reports
- ◆ Share important team messages and provide administrative support for special events and emergencies

Person Specification

Qualifications

Essential	Desirable
Good standard of general education including GCSE at Grade C/Level 4 or above or equivalent in English and Maths.	A recognised administration qualification.
Good standard of IT literacy, specifically with MS Excel and Word.	

Knowledge / Experience

Essential	Desirable
Previous experience in a business support/administration role.	Broad knowledge of the Councils' services, process, and procedures.
Good understanding of Diversity and Inclusion.	Demonstrable evidence of business support/administrative experience.
Proficient in communicating with internal/external stakeholders.	

Skills / Abilities

Essential	Desirable
Promotes excellent customer service.	Experience working within the public sector, specifically within a local authority.
Excellent written and verbal skills.	
Proficient in use of IT, particularly MS Excel and Word.	
Well organised and methodical.	
Able to work as part of a team and under own initiative.	
Excellent attention to detail and accuracy.	
Solution focused with a flexible working approach.	
Able to perform effectively under pressure consistently.	
Excellent customer service skills.	

General / Other

Essential	Desirable
Have an engaging, enthusiastic, and positive manner with a strong “can do” approach to work.	

General

The list is not exhaustive; this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other's differences, promotes dignity, equality, diversity, and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination, and harassment.

Staff Code of Conduct

The public, our communities, customers, and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

Climate Change

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.