



Job Description and Person Specification

Job Title:	Car Park Officer	
Post Number:	P1636, P1637, P1638, P1639, P1640, P1641, P1642	
Grade:	Grade 3	
Directorate:	Community & Place Delivery	
Progression:	Progression through the grade is dependent upon performance	
Hours per week:	37/38.5 hours per week	
Accountable to:	Car Parks Officer Supervisor	
Date created/ reviewed:	Created Jan 2020	

Job Purpose

The purpose of this role is to help customers with straight forward issues and to enable them to be able to park in a safe and accessible location. To patrol car parks and deter crime by being a visible presence. Undertaking basic cleaning and operate to a high standard of quality, cleanliness, safety and delivering continuous improvement.

Accountabilities

1. Undertaking regular foot patrols of the car park(s) to ensure that they meet a high standard of quality, cleanliness and safety.
2. Monitoring activity in the car park(s) to relation to criminal and anti-social behaviour and reporting any suspected criminal activity to appropriate authority.
3. Acting as first point of contact for customers, e.g. helping customers by pointing them to the appropriate pay machines and validating their parking tickets.
4. Regulating entry and exit of vehicles to and from car parks including but not limited to operating parking control equipment, issuing and checking tickets.
5. Monitor the condition of the carparks, record and report defects to surfacing, bay markings, signage or structures. This is to notify management of any issues to enable Council carparks are maintained to a high standard.
6. Undertake maintenance of the car parks, including but not limited to cleaning all areas of the car parks and immediate environment, collecting and removing waste, painting car parks and associated areas and removing graffiti (using appropriate cleaning materials).
7. Undertaking straight forward transactions following standard operating procedures. Any issues to be referred to supervisor for consideration.

8.	Operate company vehicles when required, fill vehicle with fuel/charge vehicle, carry out vehicle checks and other vehicle safety requirements and record and report any concerns to the supervisor.
9.	Inspect all equipment and uniform issued daily to ensure that it is of an appropriate standard and any defects are reported to the supervisor.
10.	Regularly inspect pay and display machines, signage and lineage to ensure that they are operating correctly and suitable prior to issuing penalty charge notices. Reporting any issues to the supervisor. .
11.	Politely assist the public whenever possible. Eg showing the customer where the nearest ticket machine is or advising them that the top deck is temporarily inaccessible. If unable to personally help, advising them who to contact to get their problem resolved.
12.	Replace and erect signage and other information relating to parking places or adjacent roads as directed.
13.	Carry out any other duties as requested that are appropriate having regard to the scope and grading of the post.
14.	Take responsibility for your own health and safety. Making sure management are fully aware of any issues that may be affected by what you do (or do not do).

Demands

Physical Demands;

- Operational work requires the post holder to carry out duties outside in variable weather conditions, office and vehicle based (Daily).
- To walk on beats on a daily basis to access areas around the district and to travel by car and/or scooter to access areas more remote areas of the district (Daily).
- To work outside of normal office hours, including occasional weekend working (weekly).
- Ability to use a keyboard, mouse and mobile handheld device are essential for the input of data, word processing etc. (Daily).
- Ability to use work tools and maintenance equipment on a daily basis.

Mental Demands;

- Ability to maintain a heightened awareness for safe working conditions (daily).
- Ability to maintain focus and accuracy in a dynamic environment (daily).

Emotional Demands;

- Postholder is likely to encounter angry members of the public and must be able to respond in a calm and polite manner. As well as knowing when to call for assistance. To be able to work both independently and as part of team (daily).

Working Conditions

- Within reason the postholder will be expected to work outside in adverse weather conditions.
- The post holder will be in constant contact with the public who may be unhappy or disappointed with the service they have received, which may lead them to being verbally aggressive. The post holder will need to be able to remain calm and polite.

Other Employment requirements

Criminal records bureau (CRB) check.

ROLE SPECIFIC PERSON SPECIFICATION				
Criteria		Essential	Desirable	Assessment
Values and Behaviours				
	We are Customer Driven	X		I,T
	We Care	X		I,T
	We are Confident	X		I,T
	We Work Together	X		I,T
	We are Trusted	X		I,T
Qualifications				
	Relevant City and Guilds (or equivalent) trade qualification e.g. carpentry, plumbing, electrical or equivalent level of experience.		X	A, I
	Valid Full Driving Licence.		X	A, I
	First Aid qualification		X	A, I
Knowledge				
	Basic IT skills to enable use of email and operation of parking system (Training will be provided).	X		A,I.
	Working knowledge of building maintenance and construction.		X	A,I.
	Knowledge of the district of St Albans.		X	
Experience				
	Able to stay calm at all times and give straight forward information to members of the public.	X		A,I

	Recent experience or ability to write accurate and factual records with a good attention to detail.	X		A,I
	Recent experience of working in a parking environment.		X	A,I
	Recent experience and commitment to delivering high quality customer care.	X		A,I
	Recent experience of resolving difficult and confrontational situations		X	A,I

Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here](#).