BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK

JOB DESCRIPTION

JOB TITLE Parking Operations Administrator /Notice Processor

SERVICE AREA Operations and Commercial Services

SECTION Parking Operations

POST NO LS108

MAIN PURPOSE OF JOB

Assist in the processing of Penalty Charge Notices (PCN's) for Parking Operations section. Process Resident Parking permits and assist with any enquiries. Monitor and maintain the secure and efficient operation of the Multi-storey, BCKLWN car parks and parking areas of our contracted and partner bodies as and when required. To answer queries and give advice to members of the public as required.

KEY AREAS

1. Administrative duties involved in the processing and recovery of Penalty Charge Notices and resident parking permits
2. Dealing with cash and cheques, issuing receipts in respect of monies received for Penalty Charge Notices. Analyse of car parking data including the provision of statistics.
3. Contact with the general public either at the enquiry counter, by letter or by telephone regarding Penalty Charge Notices, Resident Parking Permits and Markets.

MAIN DUTIES

1. Dealing with responses to paper Challenges/ Notice to Owners
2. Administering resident parking permits
3. Preparing cases for the Traffic Penalty Tribunal
4. General typing duties including some audio typing within the Administration Section.
5. Keeping records of statistical information on Penalty Charge Notices.
6. Update statistical registers.
7. Input data on the issue of Penalty Charge Notices.
8. Updating and maintaining maintenance contractors paperwork
9. Clerical support for the administration of Markets.
10. Assist with the reconciliation and banking of cash from car parks.
11. Ability to attend to minor technical issues with parking equipment which training will be given.
12. Assist with events organised by the Council
13. Responsibility for ensuring that any information collected, recorded, analysed or reported whilst undertaking the duties of this post is reliable, accurate, timely and in accordance with the principles of the Council's data quality strategy.
14. Carry out other activities that fall within the scope of this post and which are at a similar level of responsibility.

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PERSONAL SPECIFICATION

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CRITERIA FOR SUCCESSFUL PERFORMANCE IN THE JOB

Knowledge

Essential

- 5 GCSEs at Grade C / 4 – 9 (or equivalent), including English and Maths.
- City & Guilds in Notice Processing / NVQ 3 or ability to achieve.
- Previous office experience.
- Knowledge of office procedures, including computerised record systems.
- Understanding of the legal process in respect of parking.
- Experience of dealing with the public.
- Previous experience of cash handling.

Desirable

- A minimum of two years office experience.
- Typing qualification to RSA II Level or equivalent

Skills

Essential

- Good typing, spreadsheet and data processing skills.
- Excellent communication skills at all levels.
- Good telephone manners.
- The ability to work accurately under pressure, concisely and clearly under pressure.
- Neat, tidy/legible handwriting.
- Ability to deal effectively with all customers.

Attitudes

Essential

- The ability to handle confidential material with discretion.
- An adaptable approach to working arrangements, duties and hours worked.
- A commitment to the production of high quality work.
- A responsible outlook.
- Ability to remain focus in an often busy and distraction environment.
- Ability to remain calm, professional and dispassionate when dealing with members of the public (in person or via telephone) in often stressful and on occasions heated situations.

Please note the working hours average 37 hours per week over 5 days on a rota basis between Mondays to Saturdays including bank holiday working. The working week will be on a rota basis agreed by the Parking Manager.

Usual working hours are 08.45–17.15 on a four-week rolling rota. This includes working one Saturday in every four weeks, with the Thursday of that week taken off instead.