THE BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK

JOB DESCRIPTION

JOB TITLE Car Park Attendant (Civil Enforcement)

SERVICE AREA Operations and Commercial Services

SECTION Parking Operations

POST NUMBER LS319 and LS348

MAIN PURPOSE OF JOB

To patrol the car parks and on-street parking areas, offer help and guidance to visitors in respect of parking and enforce the appropriate parking regulations as required.

KEY AREAS

1. To patrol the car parks and on-street parking to an agreed schedule Monday to Sunday including Bank Holidays on a rota basis between 0700hrs – 2300hrs and enforce the parking regulations in a courteous manner within the areas assigned. This is likely, on occasions, to include working outside of the Borough boundaries.

2. To Issue Penalty Charge Notices to vehicles in contravention of the relevant parking regulations.

3. To collect cash from ticket machines / offices and transport to base.

4. To keep ticket machines stocked with tickets.

5. To assist members of the public in respect of car parking.

6. Assist in the operations of events and traffic management/direction as required.

MAIN DUTIES

1 To patrol and ensure users of off-street and on-street parking are parking in accordance with the appropriate parking regulations, and to issue Penalty Charge Notices to those in contravention.

2 To deal with complaints and offer advice.

3 Report all ticket machine faults and breakdowns to office.

4 Undertake ticket machine repairs and general maintenance as and when required.

5 Conduct routine and ad-hoc inspections of parking areas as required.

6 Assist with operations at special events, duties will include but not limited to, lifting and erecting barriers, placing out and collecting signage, erecting gazebos, collecting and delivering car park related items.

7 Marshalling duties to include Car Parks, Motorbikes and Boat launching ramps as required.

8 Undertake general traffic management and/or direction as required.

9 Undertake courier duties utilising the vehicles provided, including, collecting and delivering supplies/tickets/car park cones/barriers

10 Any other duties required within the scope of the grade including assistance during emergencies.

THE BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK

PERSONAL SPECIFICATION

JOB TITLE Car Park Attendant (Civil Enforcement)

SERVICE AREA Operations and Commercial Services

SECTION Parking Operations

POST NUMBER LS319 and LS348

MAIN PURPOSE OF JOB

To patrol the car parks and on-street parking areas, offer help and guidance to visitors in respect of parking and enforce the appropriate parking regulations as required.

CRITERIA FOR SUCCESSFUL PERFORMANCE OF THE JOB

Knowledge

Essential

- Local knowledge of the relevant area.
- Full driving license.

Desirable

- Ability to attain NVQ2 in Civil Enforcement Operations and Conflict Resolution, or equivalent
- Previous experience of working in parking operations.
- Awareness of Health and Safety regulations.
- Previous experience of working with ticket machines.
-

NB Offers of employment into the Civil Enforcement Officer role will be subject to applicants passing NVQ2 in Civil Parking Enforcement and relevant training in respect of obtaining recognition under the Community Safety Accreditation Scheme, which will include the police vetting for this scheme.

Skills

Essential

- Able to work effectively unsupervised.
- Able to complete duties within set timescales with previous experience of this.
- The ability to prioritise work/duties.
- The ability to work to a high standard.
- Ability to perform a range of physical tasks including walking, climbing, bending and heavy lifting on a day to day basis.
- Able to communicate effectively with the public and colleagues

Attitudes

Essential

- An adaptable approach to working hours, duties and working location.
- Self Motivated
- The ability to provide an effective and courteous service.
- A commitment to a high standard of work

The post holder will be required to work weekends and bank holidays including over the Christmas period.

Please note this role has a starting base of Kings Lynn or Hunstanton, but will be required to cover across West Norfolk & areas covered by CPE (civil Parking Enforcement) arrangements which include North Norfolk, Broadland and Breckland.