

Job Profile

Parking Technician (Digital and Data)

Grade: 6

Date created: 03/01/2020

About the Job

Assist the Senior Parking Officer Contract Supervisor and Parking Manager in the application of Civil Parking Enforcement throughout the County. This includes particular attention to parking specific data and asset management through a joint database. This includes application of parking schemes and Traffic Regulation Orders as well as Park & Ride.

This is what we need you to do...

- a) To provide overall support to the Parking Manager, Senior Parking Officer Contract Supervisor and Parking Appeals Manager and attend meetings when required.
- b) To liaise with members of the public, Councillors & other outside bodies, including internal and external stakeholders in relation to parking activities and undertake appropriate correspondence.
- c) To respond to complaints and enquiries received by the team, including Freedom of Information Requests.
- d) To carry out site visits throughout the county to collect information regarding parking related highway matters.
- e) To enter collected survey and performance data onto computerised or manual records and analyse outputs.
- f) To analyse data and indicate significant changes in demand and revenue loss that may affect the Unit's
- h) To perform any other duties judged commensurate with the post holders role and responsibilities.
- i) To work in a way that supports the Council's core values and equal opportunities objectives.

Special Conditions

- a) A full clean driving licence is desirable but not essential.
- The post holder is to adhere to all health and safety instructions and take all reasonable care not to do anything that might endanger themselves or others; to report to their line manager any dangerous situations in the workplace or outside the office, any shortcomings in health and safety arrangements. To post holder will adhere to the sections lone working policy.

We want to be an employer of choice, attracting and retaining excellent people to work for us, so that we can best serve all of Gloucestershire's diverse communities. Our promise to you is that we will provide an inclusive and supportive working environment that enables you to bring your whole self to work and realise your full potential.

performance.

- g) To produce and maintain various parking related spreadsheets / databases.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Experience of working within a Local Authority or Civil Parking Enforcement environment, ideally as part of a Patrol or Notice Processing team.
- Experience of dealing with complaints in a formal, legislative, environment.

Knowledge, Skills and Understanding

- Ability to analyse complicated information
- Awareness of local needs and priorities
- Ability to respond to verbal and written enquiries
- Good communication skills

Behavioural attributes

- Demonstrates Gloucestershire County Council core values.
- Flexible, focused, excellent time management
- Organised and able.
- Excellent interpersonal skills

Education & Qualifications

Essential

- Computer literate with good working knowledge of computer software (word & excel in particular)
- Competence in producing and maintaining spreadsheets and databases and data analysis
- Experience of dealing with the general public
- Diplomatic approach.
- Excellent communication skills both written and verbal
- Good levels of literacy and numeracy

We want to be an employer of choice, attracting and retaining excellent people to work for us, so that we can best serve all of Gloucestershire's diverse communities. Our promise to you is that we will provide an inclusive and supportive working environment that enables you to bring your whole self to work and realise your full potential.

We want to be an employer of choice, attracting and retaining excellent people to work for us, so that we can best serve all of Gloucestershire's diverse communities. Our promise to you is that we will provide an inclusive and supportive working environment that enables you to bring your whole self to work and realise your full potential.

