

Job Profile

Parking Technician (Complaints and Appeals)

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 have a working knowledge of the Council's Civil Parking Enforcement Policy, ensuring the policy is implemented and consistently adhered to.
 - C. To ensure and be responsible for the collection of payments by cheque, postal order, credit and debit cards, telephone, internet and third-party agents, keeping all necessary records and ensuring compliance with financial procedures relating to payments for Penalty Charge Notices (PCNs) and payments.
 - D. To ensure the timely progression of PCNs in accordance with the Notice Processing Procedures including registration at the Traffic Enforcement Centre, issue of warrants of execution, instructing bailiffs and preparation and attendance at the Traffic Penalty Tribunal, at all times adhering to the parking enforcement policy and paying attention to payment rates, quality of issues and a consistent approach of the team.
 - E. To have a working knowledge of all parking contraventions relevant to the County, both on and off street for which PCNs may be issued, including all relevant exemptions. To implement any changes and ensure that the team receive relevant instruction and training.
 - F. To produce and maintain various parking related spreadsheets / databases.
- a) To perform any other duties judged commensurate with the post holders role and responsibilities.
 - b) 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.

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

Desirable

- Relevant parking qualification, i.e. WAMITAB or City and Guilds
- Detailed knowledge of Parking & Highways law
- Relevant ICT qualifications