

PARKING OFFICER

Role Profile



Title	Parking Officer	
Grade	GRADE C	
Reference:	N489	
Reports to:	Parking Team Leader	
Work style Definition	Office based hot-desk/touch down worker	
Job Type:	Customer Facing Worker	
Primary purpose of role	To deliver an excellent, customer focussed front line service in writing, online, in person and over the phone actively taking ownership of issues and seeing through to resolution.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> ▪ To 'triage' customer feedback, allocating requests, complaints and compliments to the appropriate service within Plymouth Highways. This includes written or verbal contact (10%) ▪ Update and maintain system for recording Plymouth Highways customer feedback, service requests and appeals in a timely manner (10%) ▪ Deal with enquiries, providing advice and guidance to customers (10%) ▪ Process service requests, applications or appeals, consider evidence, make decisions and produce documents, badges, licences, notices and permits on set criteria (40%) ▪ Take ownership of issues and see through to a resolution for customers, keeping them informed as required (20%) ▪ Maintain an awareness of changes to guidance, local policies/procedures and legislation (10%) 	Role measures <ul style="list-style-type: none"> ▪ Processes are followed to a high and consistent standard ▪ Accuracy and quality of work ▪ All customer requests dealt within stated timescales ▪ Positive customer comments

Key activities	<ul style="list-style-type: none"> ▪ Communicate with customers in a variety of ways (including face to face, online, over the phone) providing clear information about how to access services and the requirements to produce evidence to support applications or appeals (25%) ▪ Accurately produce documents, badges, licences, notices and permits according to guidance, local policies/procedures and legislation within set time frames (20%) ▪ Accurately update information on relevant systems (15%) ▪ Handle and process customer data, payments, refunds and stock in a secure and confidential manner on daily basis (20%) ▪ Provide administrative support to help with the effective day to day operation of Plymouth Highways including accurate note taking at meetings and hearings (10%) ▪ Proactively provide suggestions to the team on measures to improve the service in terms of efficiency, customer experience and best practice (5%) ▪ Effective liaison with external agencies (5%) ▪ Carry out other duties appropriate to the grade of the job
Essential qualifications/knowledge	<ul style="list-style-type: none"> ▪ GCSE's A*-C (9-4) or equivalent in English and Maths ▪ Basic awareness of relevant legislation, policies and procedures relevant to services or functions provided by Plymouth Highways ▪ A willingness to undertake appropriate and regular training as required.
Desirable qualifications/knowledge	<ul style="list-style-type: none"> ▪ A qualification in Highways or Parking to NVQ 3 or equivalent level ▪ RSA II or equivalent in typing/word processing ▪ Full driving licence
Essential experience	<ul style="list-style-type: none"> ▪ Demonstrable experience of working in a customer service environment providing information, guidance and handling customer enquiries in a tactful and professional manner either face to face, over the phone and in writing. ▪ Experience of working effectively as part of a team ▪ Experience of Microsoft Office (Word, Excel and Outlook) ▪ Experience of working in a customer focussed environment
Desirable experience	<ul style="list-style-type: none"> ▪ Experience in operating financial management systems i.e. Civica
Essential skills	<ul style="list-style-type: none"> ▪ Good listening, written and verbal communication skills when providing information to, and signposting, customers when handling enquiries and complaints, some customers with specific communication needs ▪ Ability to process basic service requests across a range of subjects including processing low level payments and refunds ▪ Ability to show initiative when dealing with customer enquiries ▪ Ability to keep calm when dealing with people who, through their circumstances, can be angry, confused or upset. ▪ Ability to take responsibility for completing a task to help a customer, reducing waste and unnecessary bureaucracy ▪ Ability to prioritise and manage day to day tasks in order to deliver a good service ▪ Preparation and planning skills when representing the Council at internal or

	<p>external meetings and hearings.</p> <ul style="list-style-type: none"> ▪ Keyboard skills required to accurately create letters, spreadsheets, use databases and data entry, and the ability to competently use relevant IT systems (to be used and accessed by internal and external agencies i.e. KPI monitoring) ▪ Numeracy skills required for carrying out calculations and ensuring the accuracy of data. ▪ Literacy skills required including spelling, grammar and punctuation for dealing with letters and documents. ▪ Judgment and creative skills are required for solving routine problems, assessing customer applications or appeals and signposting to other services and departments ▪ Ability to be decisive and make criteria based decisions - weighing up evidence against set criteria ▪ Customer care skills are required to deliver an excellent service to customers ▪ Team working skills and the ability to work together with colleagues to deliver a cohesive, joined-up service to customers ▪ Time management skills to prioritise work appropriately, be punctual and meet deadlines.
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Corporate standards

- In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.
- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.
- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.