

JOB DESCRIPTION

JOB TITLE:	Parking Attendant	JE NUMBER: E997
DIRECTORATE:	Leisure, Culture and Community Wellbeing	BAND: 4
RESPONSIBLE TO:	Parking Team Leader	
RESPONSIBLE FOR:	The day to day running of the Council's car parks	
MAIN PURPOSE OF POST:	Ensure all parking facilities are operational, secure, clean and user friendly, meeting customer's expectations at all times	

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	Patrol Council car parks on foot and by motor vehicle supervising all fee earning and non-fee earning surface and multi-storey parking facilities, ensure optimum use of these facilities through regular site and machinery checks, rectifying and/or reporting any operational issues as necessary
2.	Checking the validity of permits and noting other infringements committed, report all such infringements to the external enforcement contractor for their attention. Re-stock parking equipment with tickets, change and attend to any malfunction such as ticket jam, coin jam etc. Liaise with external contractor and assist when and where required regarding machine malfunctions, carrying out first line maintenance as appropriate
3.	Operate and use a variety of electronic communication equipment and computerised ticket issuing and car park monitoring equipment and software including barriers, pay stations, Pay & Display machines, hand held tablets, radios, mobile phones etc Complete all documentation required either in hard copy or electronically i.e. log sheets, test tickets etc.
4.	Assist with the collection and counting of cash from pay machines making use of the back-office equipment provided, and deliver the same to the counting office by use of company vehicle following the agreed security protocols
5.	Carry out periodic security patrols of parking facilities; checking on lighting, signage, bay markings, CCTV infrastructure, power supply boxes and EV charging points, report any defects and issues to the line manager for rectification Additionally within Multi Storey car parks this will include opening and locking of the premises and the checking of lighting and lifts for correct usage and reporting any defects to the line manager Daily checks sheets must be completed to support these actions
6.	Ensure all car park street furniture is maintained in a clean condition i.e. machines and signs. Remove all hazardous materials immediately when found maintaining safe and easy access for all users of the facility. Daily litter picking of car parks and sweeping and mopping of stairways, lifts and pay station kiosks where required. Staff kitchens, toilets and rest rooms must be kept in a clean condition at all times
7.	Undertake ambassadorial duties, this is a welcoming role whilst ensuring the safety and security of visitors, passing on advice and guidance relating to Chesterfield where possible e.g. directions to places of interest, etc.

8.	Undertake duties associated with Community Safety projects; assisting the Council's CCTV and community safety teams, and supporting the Council's parking enforcement team in relation to identifying and notification of any parking not in accordance with the parking terms and conditions, assisting with events, event parking and event stewarding where required
9.	Working collaboratively as required with other partners in relation to parking activity including security of sites and vehicles, detection and reporting of anti-social behaviour, detection, monitoring and reporting of vehicle crime and the enforcement of parking regulations
10.	Promote the usage of EV charging bays and the Council's climate change initiatives
11.	Promote and explain to customers the use of the PaybyPhone payment method and the range of parking saver options available, including day savers and monthly and annual permits

GENERAL – To be aware of and implement the following:
Equalities – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.
Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.
Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.
Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.
Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.
Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

SPECIAL FEATURES OF POST:

Political Restriction	YES		NO	✓
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES		NO	✓
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	✓	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	✓	NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

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DIRECTORATE:	Leisure, Culture and Community Wellbeing	DATE:	May 2021

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method
-		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
Essential		
•	Ability to work both as a team and alone and unsupervised when required. At all times being polite, helpful, courteous and present a positive image of the Council	Application Form Interview
•	Ability to communicate effectively with all sections of the community	Application Form Interview
•	Ability to patrol car parks, inspecting vehicles and premises either on foot or by use of a vehicle.	Application Form Interview
•	Ability to record accurately basic facts and figures either electronically or hand written	Application Form Interview
•	Ability to bend, lift and carry and experienced in the manual handling of items	Application Form Interview
•	Have an awareness of Health and Safety Regulations and the associated responsibilities they need to observe	Application Form Interview
Desirable		
•	Some knowledge of communications equipment, including intercoms, phone systems, PC's and hand held equipment	Interview
•	A knowledge of COSHH	Application

		Form Interview
•	An understanding of Civil Enforcement and Penalty Charge Notices	Interview
EXPERIENCE		
Essential		
•	Experience of working with the general public	Application Form
•	Experience of working accurately with facts and figures	Application Form
•	Experience of dealing with public in possible conflict situations	Application Form
Desirable		
•	An understanding of simple electronic machinery, ability to effect first line maintenance	Application Form Interview
•	Experience of dealing with cash, cash handling and cash reconciliation	Application Form
QUALIFICATIONS		
Essential		
•	Full driving licence	Certificate
•	A good standard of secondary education	Certificate
Desirable		
•	IT knowledge and relevant qualification	Application Form Certificate
OTHER REQUIREMENTS		
Essential		
•	To display the council's values and behaviours when carrying out the job role	Application Form, Interview
•	To perform the job role in accordance with the specified level of the	Application

	council's Competency Framework	Form, Interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview
COMPETENCY REQUIREMENT:		
Seeing the Big Picture	<p>Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.</p> <p>For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.</p>	Interview
Level: 1		
Changing and Improving	<p>People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.</p> <p>For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.</p>	Interview
Level: 1		
Making Effective Decisions	<p>Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.</p> <p>For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.</p>	Interview
Level: 1		
Leading & Communicating	At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating	Interview

Level: 1	<p>purpose and direction with clarity, integrity, and enthusiasm.</p> <p>It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.</p>	
Collaborating and Partnering	<p>People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.</p> <p>For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable</p>	Interview
Level: 1		
Developing self and others	<p>Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.</p> <p>For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change</p>	Interview
Level: 1		
Delivering Value for Money	<p>Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.</p> <p>For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available</p>	Interview
Level: 1		
Managing a Quality Service	<p>Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service,</p>	Interview
Level: 1		

	<p>applying programme, project and risk management approaches to support service delivery.</p> <p>For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services</p>	
Delivering at Pace	<p>Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.</p> <p>For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly</p>	Interview
Level: 1		