

Designation:	Parking Attendant (CEO)
Grade:	Stroud 2
Hours:	37 hrs per week. 8am – 5pm Monday to Saturday. (shift rota)
Location:	Various (office base – Car Parks, Stroud)
Job Purpose:	The post holder will be responsible for enforcing off-street parking regulations including enforcement of the Clean Neighbourhoods and Environment Act 2005 throughout the Stroud District Council area.
Responsible to:	Civil Enforcement Supervisor
Responsible for:	None

KEY DUTIES

- To effectively carry out patrols of off-street parking. Patrols may be on foot/ bike or by vehicle according to instructions.
- To undertake corporate enforcement this will include issuing of Penalty Charge Notices (PCN's) and Fixed Penalty Notices(FPN's)
- To deal with enquiries from members of the public efficiently and effectively. Act as first point of contact on minor parking issues and provide advice on how to make formal complaints to the Council regarding parking issues.
- To replenish ticket rolls and repair minor car park machine faults / blockages and report other incidents and problems to the appropriate bodies.
- To check that parking signs and notices are accurate and Penalty Charge Notices issued comply with relevant signage.
- To report inaccurate or missing signs and lines and check on physical conditions.
- To inspect parking areas, identify and report any necessary repairs and check cleanliness standards.
- To provide accurate reports, verbally or written as appropriate in support of the pursuit of a Penalty Charge and participate in adjudication hearings as required.
- To co-operate with any investigative actions required in association with the enforcement of parking and the Clean Neighbourhood and Environment Act 2005, including investigating and taking enforcement action, and or issuing of fixed penalty notices in respect of environmental issues, including littering, untaxed and or abandoned vehicles, dog fouling, graffiti, fly-posting, fly-tipping and other offences as required.
- To assist in the operation of an effective snow / ice clearance program within the District when required, including the clearing of snow / ice from car park ramps, entrances and exits.

Work subject to interruption to the programme of tasks but not involving any significant change to the programme.

SKILLS AND KNOWLEDGE

Ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires a good standard of practical knowledge and skills in that area of activity.

- Good general education or equivalent experience
- Good written and verbal communication skills
- Ideally, a minimum of 6 months experience of working with the public on a face-to-face basis
- IT Literate
- Ability to manage own time and workload

COMPLEXITY AND CREATIVITY

- Ability to balance opinions and resolve conflicts
- Ability to converse with a wide customer base
- Work conducted in accordance with established procedures/practices and needing occasional creative skills to resolve routine problems.

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to the Civil Enforcement Officer.
- Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public

Contact required in respect of well established matters providing readily available information or assistance, or occasionally dealing with issues where the outcome may not be straightforward.

RESOURCES

Responsible for the proper use and safekeeping of office equipment.

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TRAVEL DESIGNATION

- HMRC Miliage rates apply.

MISCELLANEOUS

- To undertake any other duties appropriate with the general level of the post including, when required, other duties arising outside normal working hours.
- DBS check required.
- To Undertake & maintain First aid at work qualification

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.