**BRIGHTON & HOVE CITY COUNCIL**

**JOB DESCRIPTION**

**JOB TITLE: Customer Services Officer (Parking)**

**REPORTS TO: Senior Parking Services Supervisor**

**DELIVERY UNIT: CityTransport**

**TEAM: Parking Services**

**PURPOSE OF JOB**

To work as part of a team within the Parking Section contributing to and supporting the front desk, permit applications and PCN appeals.

To deliver excellent customer service and support the audit requirements of this highly sensitive, Corporate Critical Budget area.

To deal with the day to day activities of the Parking Information Centre and Appeals management.

**PRINCIPAL ACCOUNTABILITIES**

1. Issue all Brighton and Hove City Council permit types and Professional Carer Badges in accordance with the regulations of the scheme, and account for all monies received.
2. To support the process to assess eligibility and maintain the resident permit waiting list and the permit allocation / provision making sure they fall within the set limits as well as reviewing the amount of permits offered within each zone.
3. To advise the public on the rules relating to waivers and dispensations and ensure they are issued and accounted for in accordance with the regulations of the scheme.
4. To support with developing, implementing and enforcing reliable anti-fraud strategies for permit fraud within the required legislation to protect public monies.
5. To interpret and apply legislation relating to the Bus Lane Regulations and Traffic Management Act 2004.
6. To apply fairness and consistency when dealing with Penalty Charge Notice appeals via post or e-mail in accordance with guidelines.
7. To receive payment for Parking Permits and payment of Penalty Charge Notices and issue receipts as necessary with due regard to audit requirements.
8. To respond to verbal and written enquiries and produce information regarding parking schemes, ensuring customer satisfaction.
9. To deal tactfully with all telephone enquiries or personal calls from members of the public, other officers, contractor staff and elected members and process these in accordance with the set procedures.
10. To deal with the administration of debt recovery, co-ordinating with the Traffic Enforcement Centre and Bailiff Services.
11. To advise the Supervisor of any work which cannot be completed or resolved within set deadlines.
12. To deputise for the Senior Parking Services Supervisor as required.

**General responsibilities**

# To work within and actively promote the City Council’s Inclusive Council Equalities Policy at a level appropriate to the job and must at all times carry out his/her duties with due regard to the Council’s Equalities Policy.

To ensure a safe and healthy working environment and to be responsible for the implementation of the provision of health and Safety legislation in respect of such employees and such areas of the workplace as may fall under the direct control of the office.

In particular: as set out in Section 4 of the Council’s Health and Safety Policy, and within their area of responsibility:

• To maintain awareness of current Health & Safety legislation and ensure that all employees understand and comply with Health and Safety Policy; that they are informed, trained and supervised to safeguard their own and others welfare and safety

• To carry out risk assessments and ensure implementation of and adherence to safe systems of working practice

• To report and investigate accidents or incidents promptly, implementing recommended action for improvements to safe working practice

• To ensure that safe premises, equipment and working environments are maintained

The post holder may be required to work in the Parking Information Centre in Hove within the framework of Monday to Saturday.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes. The list of duties in the job description should not be regarded as exclusive or exhaustive.

This job description sets out the duties of the post at the present time.

**PERSON SPECIFICATION**

**JOB TITLE: Customer Services Officer (Parking)**

**DELIVERY UNIT: City Transport**

**TEAM: Parking Services**

|  |  |
| --- | --- |
| **CRITERIA** | **ESSENTIAL CRITERIA** |
| **Job Related Knowledge, qualifications and Experience** | * Experience of working in an Office/Administration environment, preferably in a parking related discipline. * Experience of working in high performing customer focussed, operational and administrative environments * Experience of work in a sensitive pressured environment. * Ability to prioritise a heavy and varied workload * An understanding of the Parking Services processes or ability to develop this quickly * Ability to apply legislation regarding parking schemes. * Good standard of general education |
| **Skills and Abilities** | * Good numeracy skills * Good written communication and report skills * Good Word, Excel and general IT literacy * Ability to communicate sensitively with challenging members of the public |
| **Equal Opportunities**  **Health & Safety** | * Embrace and implement the Council’s Equality Policy * To carry out all duties in accordance with the Council’s Equalities Policies. * Commitment to acquiring awareness of current Health and Safety legislation as it applies to their area of responsibility and to attending relevant Health & Safety training * Awareness of the need to identify hazards in their area of responsibility and the ability to assess and manage the associated risks |
| **Other Requirements** | * The postholder will be required to present a good image of the Council * The post holder will be required to work within an operational framework of Monday to Saturday |