# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# JOB TITLE: Parking Review Officer

# DEPARTMENT: Communities, Economy and Transport

# LOCATION: St Mary’s House, Eastbourne or County Hall, Lewes

# GRADE: Single Status 8

# RESPONSIBLE TO: Principal Parking Review Officer

# Purpose of the Role:

This role is located within the Parking team, which is responsible for the management of all on street parking schemes in the county through our contractors. The team also deals with notice processing, customer care and the review of existing and the development of new parking schemes.

# Key tasks:

1. Provide a high level of customer service to internal and/or external customers and stakeholders, within agreed departmental and corporate practices, procedures, and agreed timescales. Take responsibility for referring customer enquiries to other internal and external departments or services as necessary.
2. Provide timely and accurate information, including undertaking searches, investigating issues and providing advice on policies and procedures to customers.
3. Maintain knowledge of relevant legislation and professional area and provide advice on legal and regulatory issues, including interpretation of local policy.
4. Support the review of service provision and make recommendations for improvement local systems, implementing changes as directed by senior members of the team
5. Produce correspondence and reports from written documents and other sources, including research and analysis as appropriate. Issue other documents e.g. certificates, as required.
6. Undertake research and provide project support under the direction of a project lead or manager, preparing findings and reports.
7. Plan and organise your own and others workloads, having regard to the effective use of resources and safe working practices.
8. Assist with the monitoring and/or reconciliation of local budgets so budgets are used appropriately and effectively, maintaining records to account for spending and administer transactional financial processes in line with Council standards.
9. Ensure you follow all local policies and you comply with any legal duties of the service.
10. Maintain timely and accurate paper and electronic records including the use of specialist software or databases.
11. Support the marketing and promotion of services.
12. Support property management, including reporting property maintenance issues to property helpdesk.
13. Responsible for responding to complaints from customers, following local procedures for handling complaints.
14. Responsible for providing written advice and guidance on complex and/or sensitive information for the general public
15. Responsible for providing advice on an area of specialism within the department. Support the development of policies and the continuous improvement of the service with a focus on improving the customer experience and ensuring compliance with regulations.

# EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION

# Essential key skills and abilities

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| These criteria will be assessed at the application and interview stage |
| * Developed ICT skills, including ability to accurately input and check computer data. * Ability to manage own time effectively and organise own workload to meet deadlines and deal with conflicting demands * Able to use own initiative to solve problems * Ability to collate and analyse data and undertake research, showing attention to detail and a high level of accuracy * Ability to communicate effectively with a range of customers, use negotiation skills and converse at ease with customer and provide advice in accurate spoken English * Ability to respond to complaints in a professional and courteous manner |

# Essential education and qualifications.

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| These criteria will be evidenced via certificates, or at interview |
| * QCF Level 4 qualification or equivalent experience * QCF Level 2 Maths and English qualifications or able to demonstrate competency in these areas |

# Essential knowledge

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| These criteria will be assessed at the application and interview stage |
| * Good knowledge of Microsoft Office (in particular Outlook, Word and Excel) * Developed knowledge of the services provided by the directorate and good knowledge of the team’s subject area * Budget monitoring principles and processes |

# Desirable knowledge

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| These criteria will be assessed at the application and interview stage |
| * Broad understanding of key issues facing Local Government * Knowledge of Health & Safety Legislation * Knowledge of policies & procedures and legislative requirements relevant to service area |

# Essential experience

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| These criteria will be assessed at the application and interview stage |
| * Customer service experience |

# Desirable experience

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| These criteria will be assessed at the application and interview stage |
| * Working in a large public sector organisation |

# Other essential criteria

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| These criteria will be assessed at the application and interview stage |
| * Good interpersonal skills. * Ability to work in a team. * Strong customer service ethos |

**Date (drawn up):**

**Name of Officer(s) drawing up person specifications:**

**Job Evaluation Reference: 12175**

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role** |
| --- | --- |
| Using display screen equipment | Yes/No |
| Working with children/vulnerable adults | Yes/No |
| Moving & handling operations | Yes/No |
| Occupational Driving | Yes/No |
| Lone Working | Yes/No |
| Working at height | Yes/No |
| Shift / night work | Yes/No |
| Working with hazardous substances | Yes/No |
| Using power tools | Yes/No |
| Exposure to noise and /or vibration | Yes/No |
| Food handling | Yes/No |
| Exposure to blood /body fluids | Yes/No |