# EAST SUSSEX COUNTY COUNCIL

**Job Description**

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| **JOB TITLE:** | Parking Review Assistant |
| **DEPARTMENT:** | Communities, Economy and Transport |
| **LOCATION:** | St Mary’s House, Eastbourne or County Hall, Lewes |
| **GRADE:** | Single Status 6 |
| **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.

**Responsibilities at this level may include:**

1. Provide a high level of customer service to internal and/or external customers. Take responsibility for referring customer enquiries to other internal 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. Monitor and update local processes and procedures to improve efficiency and improve customer experience. Make recommendations on improvements to systems and processes to local management.
4. Produce correspondence and reports from written documents and other sources, including research and analysis as appropriate.
5. Support with the monitoring of contracts within the department including collating data and reports, providing information to managers and staff on the contract and supporting operational matters relating to the contract.
6. Plan and organise your work, having regard to the effective use of resources and safe working practices.
7. Accurately input data into computerised departmental systems, databases and spreadsheets and process, retrieve, analyse and cleanse data as necessary.
8. Assist with the induction of new team members.
9. Ensure you follow all local policies and you comply with any legal duties of the service.
10. Administer transactional financial processes, including payment cards for ordering goods and service, petty cash and processing invoices in line with Council standards.
11. Ensure the security of Council property that you are required to use or that customers may use or loan from the service and make requests to management for new stock or maintenance of existing stock.
12. Record and report on buildings issues liaising with contractors, other ESCC departments and staff.
13. Undertake more complex tasks, which includes the use of specialist equipment, software or skills.
14. Support and coordinate the work of other staff, volunteers or contractors, in or to meet statutory deadlines, raising any concerns about performance or conduct to a manager.

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**Person Specification**

**Job Title: Parking Review Assistant**

**Grade: Single Status 6**

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|  | **Essential Criteria** | **Method of Assessment/**  **Source of Information** |
| **Key Skills & Abilities** | * ICT skills, including ability to accurately input and check computer data. * Ability to manage own time effectively, organise own workload to meet deadlines, and deal with conflicting demands * Able to use own initiative to solve problems * Attention to detail and a high level of accuracy * Ability to communicate effectively and converse at ease with customer and provide advice in accurate spoken English * Ability to input, extract and process statistical and financial data from and into databases (desirable) | Application & Interview |
| **Education &**  **Qualifications** | * QCF Level 3 qualification or equivalent experience * QCF Level 2 Maths and English qualifications or able to demonstrate competency in these areas | Certificates or interview |
| **Knowledge** | * Good working knowledge of Microsoft Office (in particular Outlook, Word and Excel) * General knowledge of the services provided by the directorate. * Budget monitoring principles and processes * Broad understanding of key issues facing Local Government (desirable) * Knowledge of Health & Safety Legislation (desirable) * Knowledge of policies & procedures and legislative requirements relevant to service area (desirable) | Application & Interview |
| **Experience** | * Customer service experience * Cash handling procedures and good practice * Working in a large public sector organisation (desirable) | Application & Interview |
| **Personal Attributes** | * Good interpersonal skills. * Ability to work in a team. * Strong customer service ethos (desirable) | Interview |
| **Other** |  |  |
| **Date (drawn up):**  **Reference of Officer(s) drawing up person specifications :**  **JE11014** | | |