



# Cumberland Council

## Post Specification

<b>Date</b>	<b>October 2023</b>
<b>Post Group Number</b>	<b>PG6759</b>
<b>Post Title</b>	<b>Assistant Parking Services Officer</b>
<b>Job Family</b>	<b>Business Support</b>
<b>Job Family Role Profile</b>	<b>BS6</b>
<b>Final Grade</b>	<b>Grade 6</b>

To be read in conjunction with the job family role profile

<b>Service Area description</b>	
Cumberland Parking Services promotes improved road safety and traffic movement by managing the available on and off street parking and enforcing Traffic Regulation Orders across the Cumberland Council area to the benefit of the local economy and communities.	
<b>Purpose of this post</b>	
Responsible for routine administrative tasks relating to civil parking enforcement including, but not limited to, the processing of Penalty Charge Notices and administration of parking permits.	
<b>Key job specific accountabilities</b>	
<ul style="list-style-type: none"> <li>Effectively use the Council's parking and enforcement IT systems to process all relevant Penalty Charge Notice correspondence, statutory notices, and forms in accordance with civil parking enforcement legislation.</li> <li>Process payments for Penalty Charge Notices, including cheque and card payments, and update the Council's financial systems.</li> <li>Process parking permit applications in accordance with agreed policies and timescales, in an efficient and timely manner.</li> <li>Answer all service-related queries and enquiries by telephone, letter, e-mail, and in-person including contact from customers, Council colleagues, Members and other stakeholders.</li> <li>Liaise with all Service colleagues regarding complaints, queries, and operational activities.</li> <li>Undertake such tasks as appropriate to the grade and nature of the post as may from time to time be assigned by the Parking Appeals Team Leader, Parking Team Leader, and Parking Manager.</li> </ul>	
<b>Please note annual targets will be discussed during the appraisal process</b>	
<b>Key facts and figures of the post</b>	
<b>Budget Responsibilities</b>	<ul style="list-style-type: none"> <li>Process payments for Penalty Charge Notices and parking permits.</li> </ul>
<b>Staff Management Responsibilities</b>	<ul style="list-style-type: none"> <li>None</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>None</li> </ul>
<b>Essential Criteria - Qualifications, knowledge, experience and expertise</b>	
<ul style="list-style-type: none"> <li>GCSE passes at Grade C or equivalent in Mathematics and English.</li> <li>Basic knowledge in the use of computers and other ICT equipment and basic keyboard skills.</li> <li>Knowledge of all procedures, policies and legislation associated with Parking Services.</li> </ul>	

- Experience in all aspects of Parking Service administration.
- Experience in dealing with members of the public and clients in person, in writing and via the phone.
- Good understanding of customer care standards and procedures.
- Previous relevant experience of enforcement and dealing with customer enquiries.
- Able to produce reports and clear concise notes with legible hand writing.
- Ability and willingness to undertake relevant training.

### **Disclosure and Barring Service – DBS Checks**

- This post does not require a DBS.

### **Job working circumstances**

<b>Emotional Demands</b>	Minimum exposure
<b>Physical Demands</b>	Normal effort required.
<b>Working Conditions</b>	Exposure to some adverse people's behaviour at times.
<b>Other Factors</b>	

- To model and display the corporate standards of behaviour.