

Job Description

Job Title	Maintenance Officer
Directorate	Neighbourhoods and Housing
Service Area	Parking Services
Grade	5
Competency Level	1
Salary	£30,060 - £34,314
Job Type	Field Based
Location	Citywide
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	A8993

Job Purpose

Parking Services has a statutory duty to enforce parking restrictions on roads and car parks under the Road Traffic Act 1991 and the Traffic Management Act 2004, particularly the recent Traffic Management Act Part 6 which authorises the enforcement of moving traffic offences. The parking services staff therefore, contribute greatly to the improvement of road safety, the reduction of traffic congestion, enhanced accessibility for road users, especially those who are vulnerable.

The Maintenance Officer is responsible for the management and maintenance of all equipment deployed in Liverpool City Council owned car park facilities. The postholder will contribute to the safe functioning and efficiency of all parking facilities. The postholder will work in partnership with contract and supplier staff providing an effective maintenance service to support customers.

Reporting to the Principal Operations Officer, the Maintenance Officer will report on all maintenance-related activities to ensure that up-to-date information and intelligence are available at all times, including, nonconformities and incidents.

The postholder will handle a variety of maintenance requests, performing reactive and preventive maintenance as required.

Directly Responsible For:

Not applicable

Directly Responsible To:

Principal Operations Officer

Main Areas of Responsibility:

- Possess a broad practical skillset to enable general mechanical repairs to be undertaken
- Develop a suite of maintenance procedures and programmes and ensure they are implemented
- Undertake regular inspections of equipment and facilities, logging any issues and where necessary engaging the relevant contractor / supplier to effect the necessary repair
- Develop a planned maintenance schedule to ensure minimum unplanned equipment failure

- Reduce contractor costs by managing an effective planned maintenance programme
- Accurately document all car parking equipment and maintain an up-to-date inventory at all times
- To manage reports of faulty parking equipment, including pay machines and barriers and schedule emergency repairs with relevant contractors
- To keep up to date with latest parking regulations and legislations in order to ensure equipment and facilities are in line with requirements
- To provide regular updates to the Principal Operations Officer on equipment availability, usage and downtime together with taken
- To represent the Principal Operations Officer and parking services when required, providing maintenance related, as well as general advice to members of the public and other local authorities when attending meetings
- To work with large and complex external contractors in regard to CCTV software, hardware and infrastructure whilst also providing expert technical advice in regard to system specifications and design of CCTV enforcement systems
- To manage the tender process and procurement of contractors when existing contracts are coming up for renewal
- Develop the schedule of works and technical specifications against which suppliers will build their tender
- Take control of the tender submissions and work with Procurement to ensure the evaluation process is properly undertaken and decisions are sound
- Negotiate with shortlisted suppliers to ensure contract best value
- To be aware of the Council's responsibilities under the Data Protection Act for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply
- To perform any other relevant duties as may be necessary from time to time which are commensurate with the grade including those which are in the

interest and / or improvement of the service, or in response to the exigencies of the service

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Working outdoors for part of the day in various weather conditions
- Viewing monitors / screens for long periods

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement

- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Good general standard of education including GCSEs at Grade C/4 or above in Maths and English, HNC or NVQ Level 3 or equivalent in a relevant subject, or equivalent experience (A)

Desirable

- Detailed knowledge of the Highway Code
- Degree or formal qualification in a relevant discipline
- Awareness of relevant legislation and statutory requirements relating to traffic management and parking
- Previous knowledge of facilities management
- Previous knowledge of equipment management

Experience

Essential

- Experience working independently and as part of broader partnership teams; harnessing the output (A,I)
- Experience dealing with conflicting and demanding responsibilities (A,I)

Desirable

- Experience of procuring goods and services from a wide range of suppliers / contractors
- Evidence of previous experience in a front-line customer service environment
- Experience using excel spreadsheets or other data manipulation software
- Experience working in harmony with of HR Policies and Procedures
- Strong geographical knowledge of Liverpool City

Skills/Abilities

Essential

- Excellent communication and presentation skills, with the ability to communicate effectively through detailed reports and other written formats (A,I)
- Ability to establish and develop positive relationships with all stakeholders, support agencies, partners, community groups, business sectors and the public (A,I)
- Thorough problem solving and diagnostics skills, with the ability to demonstrate great attention to detail (A,I)

Desirable

- Knowledge and understanding of the Traffic Management Act 2004
- The ability to manage time well and prioritise important tasks in line with the team and service goals
- Working understanding of quality systems
- Working understanding of Investors in People
- Working understanding of Best Value
- Working understanding of Finance Systems

- Good people skills, with the ability to manage staff and customer expectations appropriately
- Proficient in using various types of Microsoft Software and Google Applications
- Ability to lead and influence supervised staff with varied levels of experience and skills
- Consistent organisation and prioritisation skills to ensure deadlines and objectives are met; task allocation and deployment are assigned methodically
- Confident in making prompt and informed decisions within guidelines

Commitment

Essential

- To demonstrate adaptability and flexibility in work responsibilities - potentially out of normal working hours, for meetings or to assist in emergency situations (A,I)
- Commitment to remaining customer-focused and performance oriented in order to deliver a high-quality service (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- A commitment to continuous improvement and personal development across the organisation
- Sensitive attitude to the changing needs of the Service and an enthusiasm to presenting a positive image of the Road and Traffic Service

Other

Desirable

- Current, clean and full manual driving licence
- SIA licence

