

Job Description

Job Title	Parking Administration Officer
Directorate	Neighbourhoods and Housing
Service Area	Parking Services
Grade	4
Competency Level	1
Salary	£26,409 - £30,060
Job Type	Office Based
Location	Mount Pleasant Car Park
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	EC03

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. Therefore, the parking services staff contribute greatly to the improvement of road safety, the reduction of traffic congestion, enhanced accessibility for road users, especially those who are vulnerable.

The Parking Administration Officer will pro-actively undertake a range of duties relating to the regulatory activities of the Parking Service. The Postholder will fully support the service's daily business operations in handling parking queries and questions resolving issues as they arise. The Parking Administration Officer will manage tasks involving the written construction of reports; supporting certain finance and budgeting processes; observing stock levels and procuring goods and services when required.

They will also assist the Parking Administration Supervisor in all operational requirements and offer support to other staff and customers, for all queries concerning parking services and administration. They will handle the production of system reports, parking statistics and performance mechanisms within the service, ensuring all forms of communication are compliant with Statutory guidelines and GDPR expectations.

Directly Responsible For:

Not applicable

Directly Responsible To:

Parking Administration Supervisor

Main Areas of Responsibility:

- To provide guidance to service users, visitors / telephone callers, ensuring that they are dealt with in a professional and effective manner. Whilst demonstrating discretion and confidentiality, as well as maintaining compliance with the Council's GDPR expectations, especially when dealing with contentious issues
- To ensure the establishment of positive liaisons and relationships with colleagues and users of the parking service; accurately processing all

correspondence from the public or partners in accordance with statutory guidelines and time scales

- Log car park maintenance reports in a timely manner, escalating any urgent requirements
- Prepare documentation and paperwork in support of legal proceedings, ensuring that confidential and valuable documents are handled with due care and attention
- As required, produce necessary reports, plans and statistics for management.
- Provide business support to other functions across the service area, including the provision of temporary cover in the case of absence and ensuring that an effective, efficient and customer focused service is delivered within the time scales
- Work with suppliers to ensure quotations for goods / services offer best value for the city council and produce detailed invoices for services from suppliers and for permits and services from Parking
- To be adaptable to working times, patterns, locations and changing processes when necessary
- To hold clear accountability for self and team results and the ability to motivate and encourage others, identify improvement opportunities, and overcome challenges to success
- Attend and participate in team or service meetings, where you may be expected to take minutes and report concerns and issues as a representative for the team or the supervisor
- To process purchase orders, invoices, repayments, and cash reconciliations within defined deadlines
- To participate in staff training and development. Use all learning opportunities to develop personal skills necessary to improve effectiveness, efficiency, and delivery of service in recognition of the business and service targets
- To represent the council and the parking services team in accordance with the standard expected, and in a professional manner

- To be adaptable and accommodating to Liverpool City Council's flexible and evolving style of working, including office, remote and hybrid working arrangements
- 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 that may be required 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
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation

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:

- Viewing monitor / screen for extended 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 Maths and English (A,E)

Desirable

- GCSEs at Grade C/4 or above in Maths and English, HNC or NVQ Level 3 or equivalent in a relevant subject

Experience

Essential

- Previous experience of working with Microsoft suite of programmes and of handling sensitive data accurately and sensitively (A,I)
- Awareness of relevant legislation and statutory requirements relating to parking (A,I)
- Evidence of previous experience in a front-line customer facing environment, involving the procurement of goods and services from a range of suppliers and contractors (A,I)

Desirable

- Experience working with and harnessing the output from the team and other partners
- Experience using Excel spreadsheets or other data software
- Experience dealing with conflict and demanding circumstances

Skills/Abilities

Essential

- Excellent communication skills, with the ability to translate effectively through detailed reports and other written formats (A,I)
- The ability to interact in person and via telephone (A,I)
- Ability to work both as part of a team and independently (A,I)

Desirable

- The ability to demonstrate good Customer Care skills
- The ability to use initiative in problem-solving and decision-making
- Excellent time management skills and the ability to learn new IT systems and skills quickly
- Demonstrating great attentiveness and prioritising important tasks, in line with the team and service's goals
- Dealing calmly and objectively with conflicting demands and deadlines to ensure positive outcomes
- Ability to deal in a considerate manner with the public and other external stakeholders
- Knowledge and understanding of the Traffic Management Act 2004

Commitment

Essential

- To demonstrate adaptability and flexibility in work responsibilities – potentially out of normal working hours (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
- Maintain a high standard of ethics, professional conduct, and probity
- Sensitive attitude to the changing needs of the Service
- Present a positive image of the Parking Service at all times

Other

Essential

- Be responsible for the safe keeping of information / data in relation to parking enforcement, regulation, parking income and other systems in accordance with the Council's Information Governance Policy (A)

Desirable

- Current, clean and full manual driving licence