

Job Description

Job Title	Car Parking Attendant
Directorate	Neighbourhoods and Housing
Service Area	Parking Services
Grade	4
Competency Level	1
Salary	£27,254 - £31,022
Job Type	Office Based
Location	Kings Dock Car Park
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	

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.

Directly Responsible For:

Not applicable

Directly Responsible To:

Car Park Supervisor

Main Areas of Responsibility:

- To carry out regular patrols and inspections of the car park in accordance with policies and procedures, with directions assigned by the Car Park Supervisor, to help maintain the security and safety of the premises
- To support the daily operational activities alongside other Car Park Attendants in your team, including external partners from multi-agency enforcement initiatives
- To ensure the establishment of positive liaisons and relationships with colleagues and users of parking services and be flexible and responsive to working times, patterns, locations and changing processes when necessary
- To manage car park communication using the appropriate intercom, mobile or ICT systems and be responsible for the proper use and safekeeping of the devices
- To assist with occasional maintenance tasks on faulty parking equipment, and provide all information to the Maintenance Manager in order to sustain the good condition of parking facilities and prevent subsequent liabilities
- To participate in any appropriate training and development concerning Parking Services or Health & Safety, to ultimately improve effectiveness, efficiency, and delivery of service, involving weekly testing of all fire alarms, as well as reporting issues to the alarm company
- To maintain up to date knowledge of parking regulations and legislations in order to accurately identify contraventions and undertake correct enforcement procedures

- To prepare reports, provide statements and give evidence as required to address concerns, and sometimes collate video/photographic evidence for investigations, representations and appeals for other associates of the parking service
- To wear a uniform as issued and in accordance with policies and procedures
- 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
- To be aware of the Council's responsibilities under the Data Protection act
- To occasionally function as a radio operator for Civil Enforcement Officers to report all street issues and repairs to on street parking meters, as well as, reporting hazards and raising emergency responses to location via the City Council
- To ensure business continuity through the recording, management, and ordering of stock, including machine parts and cleaning equipment. Perform general cleaning duties, including litter picks of all car parks
- To be able to balance costs, benefits other implications of various courses of action and support initiatives to continuously improve business processes and procedures
- To record and report, using agreed procedures, any defects, damages, or faults to parking related equipment or machines, and manage equipment for the maintenance and upkeep of car park premises and facilities
- To adhere to the code of practice relating to CCTV surveillance, enforcement, and established procedures for the use of cameras in the context of parking services
- To represent the council and the parking services team in accordance with the standard expected, and in a professional manner, when providing parking related as well as, general advice to members of the public
- 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 responsibilities.

Budget and Financial Responsibility:

- Ensuring that your work complies with all statutory requirements, Standing Orders and Financial Regulations of the City Council
- Maintaining proper stewardship of the Council's assets and reporting any financial risks
- Maintaining up to date financial records on the Corporate Finance System
- To ensure line managers receive integrated performance and financial information about their service and bringing to their attention any material issues that might impact on the financial performance or financial management arrangements of the Council

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:

- Lifting/carrying traffic cones & traffic signs
- Patrolling on foot for extended periods
- Driving for extended periods.

- Viewing monitors/screens for extended periods
- Lifting/Carrying heavy cash boxes
- Repairing pay and display machines

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 the following 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 or above in Maths and English, HNC or NVQ Level 5 or equivalent in a relevant subject (A/I)

Desirable

- Knowledge and understanding of relevant legislation and statutory requirements relating to parking

Experience

Essential

- Evidence of previous experience in a front-line customer facing environment (A/)
- Previous experience in a role with comparable duties, that required attentiveness, surveillance, and customer care (I)

Desirable

- Experience working in isolation and as part of a larger team
- Experience dealing with conflict and demanding circumstances
- Strong geographical knowledge of Liverpool City

Skills/Abilities

Essential

- Excellent communication skills, with the ability to communicate effectively through detailed reports and other written formats (A/I)
- The ability to demonstrate Good Customer Care skills (A/I)
- Ability to interact with people in person, via telephone and intercom systems (A/I)
- Ability to work both as part of a team and independently (A/I)
- The ability to use initiative in problem-solving and decision-making (A/I)
- Excellent time management skills and the ability to learn new IT systems and skills quickly (A/I)
- The ability to demonstrate great attentiveness and prioritise important tasks, in line with the team and service's goals (I)
- The ability to deal in a calm and objective way with conflicting demands and deadlines to ensure positive outcomes (I)

Desirable

- Working knowledge of computer software i.e., Microsoft Office
- 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)
- Attendance outside normal working hours to attend meetings or assist in emergency situations (A/I)



- The ability to demonstrate an understanding and commitment to the principles underlying equal opportunities (A/I)
- A commitment to continuous improvement and personal development across the organisation (A/I)
- The ability to demonstrate an understanding of and commitment to the principles underlying equal opportunities (I)
- Commitment to remaining customer-focused and performance oriented in order to deliver a high-quality service (A/I)
Sensitive attitude to the changing needs of the Service and an enthusiasm to presenting a positive image of the Road & Traffic Service (I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

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)
- Have the right to work in U.K (A/I)

Desirable

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