

Job Description

Job Title	Car Park Attendant
Directorate	Neighbourhoods and Housing
Service Area	Parking Services
Grade	4
Competency Level	1
Salary	£25,119 to £28,770
Job Type	Office Based
Location	Kings Dock Car Park
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	
Job Number	AV07

Context

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.

Job Purpose

The Car Park Attendant will administer an efficient and effective service managing and operating various Liverpool City Council's On / Off Street (including multi storey) parking, required under the Road Traffic Act 1991 and other relevant legislation. Meanwhile, they will also deliver safe and accessible parking, as well as other parking provisions for visitors - with a fair, accurate and consistent manner – by responding to enquiries or issues and providing advice to members of the public face to face, or via intercom; being aware of emergency procedures and Health and Safety information in order to immediately respond to emergencies and help other members of the public within such situations; also, patrolling sites regularly to identify and obstruct any detected signs of criminal activity.

They will also assist the Car Park Supervisor in all operational requirements and offer support to the public through solving parking related matters, ensuring all forms of correspondence are compliant with Statutory guidelines and GDPR expectations. They may also be required to attend and participate in further development and training to ensure they have sufficient skills to fully support the Car Park Supervisor in the operation of the car park, by providing logs and observation reports, informing them of maintenance issues or restock of resources / supplies, as well as any concerns about hazards or health and safety issues.

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 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 and 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 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 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

- 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 and 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 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
- 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, demonstrating experience in a role with comparable duties, that required attentiveness, surveillance and customer care (A)

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, demonstrating good time management skills on actions (I)
- The ability to demonstrate good customer care skills with excellent people skills, and the ability to conduct adverse and potential confrontational discussions, either face to face or via phone (I)
- Physically capable of carrying out patrols on foot for extended periods, through all weather conditions (A)
- The ability to demonstrate great attention to detail and prioritise important tasks, in line with the team and service's goals, with the ability to work both as part of a team and independently (I)

Desirable

- Working knowledge of computer software i.e. Microsoft Office
- Knowledge and understanding of the Traffic Management Act 2004

Commitment

Essential

- Willingness to undertake shifts covering evenings, weekends and Bank Holidays (A,I)
- To regularly wear and maintain a uniform supplied by Liverpool City Council (A)

- The ability to demonstrate an understanding and commitment to the principles underlying equal opportunities and maintain a high standard of ethics, professional conduct, and probity (I)
- A commitment to continuous improvement and personal development across the organisation and to remaining customer-focused and performance-oriented in order to deliver a high-quality service (A)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Sensitive attitude to the changing needs of the service and an enthusiasm to present a positive image of the service

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

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