

Royal Borough of Greenwich

Job Description

Department	Greenwich Strategic Planning	Postholder
Section	Parking Services	Grade SC4 to SC5
Post Designation (Title)	Parking Assistant	

Purpose of Job:

To be responsible to Income and Reception Manager/Adjudication Manager for administrative duties relating to the progression of Penalty Charge Notices (PCNs) issued for parking contraventions and processing applications in relation to permits.

Main Duties:

- 1) Receive and record income in respect of parking activity on and off-street.
- 2) Assist in the issue of parking passes, permits and vouchers and the collection and recording of income.
- 3) Comply with the Directorate's financial procedures.
- 4) Undergo training in the work of the section.
- 5) Maintain both computerised and manual files and records accurately.
- 6) Follow established administrative procedures and suggest improvements as required.
- 7) Visit on and off-street parking facilities to carry out audit checks and other duties.
- 8) Follow the established procedure for the reporting of maintenance defects.
- 9) Assist in the collection of statistical data as required.
- 10) Undertake any other general clerical duties in support of the section's activities as required.
- 11) Provide a telephone reception service giving advice and assistance to customers on matters relating to the section's work and do so consistent with the Department's Customer Care policy.
- 12) Liaise with members of the public, other Council staff, outside organisations etc., as required.

- 13) Enter data to and receive output from any electronic data processing systems provided in accordance with agreed procedures.
- 14) Promote the Council's Equal Opportunities and Customer Care policies compatible with the duties of the post.
- 15) To undertake any other work appropriate to the level and general nature of the post's duties.
- 16) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection Act, the Council's Equal Opportunities and Customer Care policies, and relevant legislation.

Additional Duties – Scale 5

- 17) Provide a reception service for Departmental visitors and for customers on matters relating to the section's work, providing advice and assistance, resolving queries, receiving and recording income and issuing receipts as appropriate.
- 18) Respond in writing efficiently and effectively to all forms of correspondence and written representations in connection with the issue of Penalty Charge Notices.
- 19) Operate the data exchange link with DVLA and other bodies as required.
- 20) Assemble case data for use in Adjudication Appeals/Court appearances.
- 21) Must be working effectively in the Scale 4 role for a minimum of twelve (12) months.

Designation of the Post to which the Post-Holder normally reports to:

Income and Reception Manager/Adjudication Manager

Person Specification

Job Title	Parking Assistant
Grade	Scale 5 to Scale 6
Service/Section	Parking Services
Directorate	Regeneration, Enterprise and Skills

Method of Assessment: AF= Application Form, T = Test, P = Presentation, I = Interview

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Method of Assessment	Essential/ Desirable
Knowledge / Skills / Abilities		
Ability to comply with administrative and financial procedures.	I / T	D
Ability to make enquiries from a standard computerised database.	I	D
Experience of working in a potentially confrontational situation to deal with customers in accordance with the Customer Care policy.	AF / I	E
Ability to work unsupervised and on own initiative.	AF / I	D
Good numeracy skills and the ability to prepare and present statistics.	T	D
Ability to respond to correspondence by selecting standard Council responses and/or by writing unique replies to a good standard of literacy and customer care.	T	D
Knowledge of debt recovery related procedures.	AF / I	D
To progress to Scale 5		
<ul style="list-style-type: none"> Proven ability to undertake all duties at Scale 4 		
Experience		
Experience of working in an office environment maintaining computerised records within a database.	AF / I	E
Experience in dealing with customers over the telephone or in person whilst providing a reception service.	AF / I	E
Experience of working effectively in a team environment.	AF / I	D
Equal Opportunities		
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	AF/I	E