

Date: 18/06/14

Job Profile

1. Post Information

Job Title	Network Parking Apprentice
Grade	Apprentice Grades
Directorate	Office of the Chief Executive
Service	Network Management – Parking Services
Job Family	Regulation and Technical
Type of Worker	Office
Tier	N/A
Reports to	Network Parking Manager
No. of Reports	N/A
Management responsibility for	N/A
Reference No.	JP 977
Purpose	To provide support and assistance to technical and professional staff within the Parking Services Team

2. Council's Purpose and Values

The purpose of the Council is “to ensure the people and City of Sunderland fulfil their potential” by:

- Raising aspirations, creating confidence and promoting opportunity **(People)**
- Leading the investment in attractive and inclusive City and its communities **(Place)**
- Creating the conditions in which business can establish and thrive **(Economy)**

Values: PROUD, DECENT, TOGETHER

Version 2

3. Key Areas

Key Area	Statement Part 1 (What is done)	Statement Part 2 - Output & Outcome (How it is done, to what or whom, and with what result)
Communication	Communicate information verbally and / or in writing	To develop the skills and knowledge to allow you to be able to share & obtain information and have dialogue with others, either in person, over the telephone or through written communication.
	Communicate information to different audiences	To assist in producing documentation as directed, and to communicate effectively to a range of people, both internally and externally in order to comprehensively provide concise relevant information.
	Provide information and / or advice and guidance	As directed by supervising staff, with the ability to refer matters to the most relevant person in order to ensure an appropriate response is given. The type of information provided can be varied in nature and would need to be referred to the appropriate authority internally and externally.
	Undertake complex / contentious negotiations	To develop the skills and knowledge to have the ability to contribute to negotiations relating to parking issues in a calm and effective manner.
Customer Focus	Establish excellent relationships with customers	To develop positive relationships with council colleagues, and external customers including other Councils and external bodies.
	Assess and / or anticipate customer needs and service delivery requirements	To develop and establish the requirements of different types of customer such as requests from the public, elected members and colleagues, in order for the section to be able to deliver and respond to work demands.
	Exercise customer focus skills	To develop the skills and knowledge to assess and understand customers concerns, empathise and respond appropriately. Develop judgemental and analytical skills in order to identify and interpret relevant information, to meet individual circumstances.
Influence	Influence and persuade others to adopt policies and courses of action	To develop the skills and knowledge to adopt particular ways of working, which will assist in improving the quality of the

Version 2

		service provided.
Planning and decision making	Plan and organise	To develop the skills and knowledge to plan and organise your own work, including reprioritising tasks when required to meet challenging timescales and to ensure responsive and effective service delivery.
	Make decisions	To develop the skills and knowledge to allow you to Independently and on a daily basis make appropriate decisions, when dealing with service area matters.
	Deal with and solve problems	To develop the skills and knowledge to allow you to deal with and solve problems and which may require the interpretation of information on a daily basis in order to provide a satisfactory response or referral to the relevant person.
	Analyse and interpret information	To develop the skills and knowledge to analyse and interpret information in order to identify and assess relevant data and ensure provision of the most appropriate and compliant outcomes.
Independence	Undertake work independently	Whilst working with supervision, following procedures with room for initiative and organising own work to ensure service standards are met.
Composure and thoroughness	Ensure work is carried out accurately and in an organised and effective way	Working within the team to ensure all data is accurate to meet internal and external customer requirements..
	Maintain focus on tasks, even in challenging circumstances	To develop the skills and knowledge to assist in providing solutions to ensure that work is delivered within set timescales.
	Deal with deadlines, interruptions and conflicting demands	To develop the skills and knowledge to ensure that work is prioritised and agreed deadlines are met on a daily basis with the appropriate supervision.
Partnership working	Work effectively with others to build relationships, find common solutions and develop and maintain clear working objectives	To develop the skills and knowledge to work positively with partners to develop solutions to problems/issues. For example working with colleagues within the team to ensure a high quality service is provided.
Improvement	Contribute to the effectiveness of improvement activity	To develop the skills and knowledge to develop knowledge from own service area, and being aware of legislative changes and service development trends, to support continuous improvement.

Version 2

Innovation	Use creative skills to develop novel or unique ideas or products and / or implement or co-ordinate new technology and processes	To develop the skills and knowledge to develop new ways of working to maximise and improve the services delivered. Ensuring efficient and timely service delivery.
-------------------	---	--

4. Additional Information/Other Requirements

Please specify any other relevant information / key facts / requirements not included in the profile:

N/A

5. Statutory Requirements

In line with the Council's Statutory Requirements, all employees of the Council should:

Comply with the principles and requirements of the Data Protection Act 1998 in relation to the management of Council records and information, and respect the privacy of personal information held by the Council; Comply with the principles and requirements of the Freedom in Information Act 2000; Comply with the Council's information security standards, and requirements for the management and handling of information; Use Council information only for authorised purposes.

6. Person Specification

Strengths for Matching (IJM Assessment)

(select the most appropriate box against each strength, before further selecting 6-8 'Core Strengths' – please note these will be kept on file however only those marked as core strengths will be shared with employees)

Strength	In this role it is important that an employee			Core Strength
Persuasive (Relationships with people)	Dislikes actively attempting to influence others <input type="checkbox"/>	As happy as most people to persuade / influence others <input checked="" type="checkbox"/>	Likes to get people to do things by presenting a convincing case <input type="checkbox"/>	<input checked="" type="checkbox"/>
Independent minded (Relationships with people)	Accepts majority decisions to ensure consensus <input type="checkbox"/>	Balances own ideas with those of others <input checked="" type="checkbox"/>	Prefers to follow own approach to do things <input type="checkbox"/>	<input checked="" type="checkbox"/>
Democratic (Relationships with people)	Makes final decisions on their own <input type="checkbox"/>	Can make decisions based on own and others views <input checked="" type="checkbox"/>	Listens and widely consults before making decisions <input type="checkbox"/>	<input checked="" type="checkbox"/>

Version 2

Evaluative (Thinking style)	Dislikes critically evaluating, doesn't focus on potential limitations of work <input type="checkbox"/>	Will critically evaluate information when necessary to the task in hand <input checked="" type="checkbox"/>	Critically evaluates information looking for flaws and limitations <input type="checkbox"/>	<input checked="" type="checkbox"/>
Innovative (Thinking style)	Builds on ideas generated by others <input type="checkbox"/>	May generate creative solutions but also develops others ideas. <input checked="" type="checkbox"/>	Creative thinker, generates ideas <input type="checkbox"/>	<input checked="" type="checkbox"/>
Variety Seeking (Thinking style)	Can work on repetitive tasks or on structured planned workloads <input checked="" type="checkbox"/>	Has a balanced approach to both variety or repetition <input type="checkbox"/>	Is comfortable working on a role with a high degree of variety <input type="checkbox"/>	<input checked="" type="checkbox"/>
Adaptable (Thinking style)	Behaves the same way with everybody <input type="checkbox"/>	Is as likely as most to adapt their behaviour to suit the situation <input checked="" type="checkbox"/>	Changes their behaviour to fit the situation or behaves differently depending on who they are with <input type="checkbox"/>	<input checked="" type="checkbox"/>
Detail conscious (Thinking style)	Can work in an unstructured manner or remain detached from small details <input type="checkbox"/>	Able to consider small details when necessary but may not do this as a matter of course. <input type="checkbox"/>	Is well organised, working in a methodical, systematic way <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Further Essential Requirements

	Requirement	Method of Assessment
1.	PC Skills – Able to use Microsoft packages. Able to effectively use a PC to prepare documents, record information or input data.	Interview/ Application Form
2.	Technical Expertise - able to demonstrate the ability to develop knowledge and application in the specific area of work. Specifically knowledge of Traffic Management techniques and experience of Civil Engineering practices.	Interview/ Application Form
3.	Problem Solving - able to demonstrate an ability to analyse, assess information, determine appropriate solutions to specific problems and deliver outcomes	Interview/ Application Form
4.	Communicating (verbal) – Able to share information, obtain information and have dialogue with others either in person or over the telephone.	Interview
5.	Communicating (written) – Able to share information and obtain information for others through written communication.	Application Form
6.	Customer Service Excellence – Able to delight customers, deliver high quality tailored services to meet needs and exceed expectations.	Interview/ Application Form

Version 2

7.	Listening – Able to demonstrate the ability to listens to others to assess requirements in order to respond appropriately and efficiently.	Interview/ Application Form
8.	Commitment to Equal Opportunities	Interview/ Application Form
9.	Ability to meet the travel requirements of the post	Interview/ Application Form
10.	The postholder must have the ability to develop skills and knowledge of the service area.	Interview/ Application Form