

**Job Description**

**Job Title:** Car Park Apprentice

**Salary Grade:** Apprentice Grade

**Job Family:** Facilities and Customer Support

**Directorate:** Infrastructure and Transportation

**Work Environment:** Parking Services

**Reports to:** Parking Services Manager

**Number of Reports:** 0

**Purpose of Job**

To carry out duties in relation to parking operations in an efficient and effective manner while ensuring an excellent customer service is maintained.

**Key Responsibilities:**

* Show a commitment to attend training and attain an appropriate Apprentice qualification by completing assignments/projects which relate to the apprenticeship framework and meeting target dates.
* To show an understanding and be willing to develop skills to communicate effectively by sharing information, obtain information and have dialogue with others either in person or over the telephone.
* To show an understanding and be willing to develop skills to be able to communicate by written communication by being able to share information and obtain information for others through written communication accurately with attention to detail.
* To assist car park staff in ensuring security of customers and vehicles whenever possible by patrolling and observing car park usage and reporting any incidents or concerns to a senior member of staff.
* Assist in the patrolling of car parks, carryout maintenance and cleaning procedures, monitor CCTV cameras and assist in the cash collection procedure.
* To assist and work closely with colleagues and service users to achieve an accessible safe and attractive environment by ensuring the car parks operate in an effective and safe manner and are fit for purpose.
* To assist staff in the care, safe keeping and general maintenance of any Council equipment allocated for the delivery of the service.
* To report all occurrences of equipment breakdown to a senior member of staff.
* To ensure that any difficulties or problems during the course of a normal working day are escalated to a supervisor for direction.
* To assist and develop skills in all aspects of service delivery of the Council’s car park operations.
* Undertaking the duties of the post in accordance with the Authority’s Equal Opportunities and Health and Safety Policies and legislative requirements and all other Council Policies including Personal Protective equipment.
* The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the council.
* The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.

**Name of Author: Julie Tunstall**

**Date: 28.03.18**