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| **Job Description** |
| **Post title** | Parking Services Administration Officer |
| **JE Reference No** | N1106 |
| **Grade** | 4 |
| **Service** | Procurement, Sales and Business Services |
| **Service Area** | Business Services – Transport |
| **Reporting to** | The post holder will be accountable to the Parking Services Supervisor |
| **Location** | Your normal place of work will be County Hall, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The postholder will provide a range of administrative support to the Parking and Transport Infrastructure Team, specifically in relation to the management of on-street and off-street parking across County Durham, also administering Durham City Park and Ride and Durham City Road User Charges.

This requires the use of specialist IT software, and awareness of data protection and GDPR regulations and practices.

While based within the Parking team at Durham, you may also be required to support other local teams and will be aligned to, and be part of the authorities Business Services team, who provide support services to teams across the Council.

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| **Duties and responsibilities** |

Listed below are the main responsibilities of the role:

* To be the main telephone contact point for the Parking Services team, dealing with queries, including formal Parking Appeals from the public.
* Provide accurate information to customers over the telephone, in writing and electronically, regarding the Penalty Charge notice process and other parking services in accordance with legislation.
* Processing parking penalty charge notices in accordance with the Traffic Management Act 2004.
* Use of specialist software (3sixty) to process penalty charge notices.
* Assessing video footage and issue penalty charge notices to vehicles contravening bus lanes, and processing bus lane contraventions in accordance with the Transport Act 2000.
* Use of back-office software to provide information to the Police in relation to moving traffic offences, in accordance with GDPR.
* Collating evidence for submission to the Traffic Penalty Tribunal.
* Transferring outstanding debts to enforcement agents and providing accurate information to customers in relation to enforcement agent action in accordance with best practice and legislation.
* Data input, inc Oracle orders and receipts, raising invoices and processing cheque payments
* Meeting arrangements, dealing with mail and correspondence logging/distribution/filing
* Creating, maintaining and updating spreadsheets for enforcement requests, permit administration and other Parking Services registers
* Issuing parking permits
* Updates to Parking Services web pages

The above is not exhaustive and the post holder will be expected to undertake any general administrative duties which may reasonably fall within the level of responsibility and the competence of the post.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your BS manager.*

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| Person specification - Parking Services Administration Officer |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 3 in Business Administration or equivalent qualification, ie 2 A Levels.
 | * NVQ L4 in Business Administration, Public Administration or similar area.
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| Experience | * Experience of general administration
* Experience of dealing with difficult customers
* Experience of managing conflict and dealing with aggressive behaviour
* In following strict procedures in a logical and methodical way
 | * Experience of preparing evidence for the Traffic Penalty Tribunal or courts
* Experience of dealing with enquiries from customers relating to bailiff action
* Processing charge notices in accordance with the appropriate legislation
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| Skills & Knowledge | * Knowledge of general administrative procedures.
* IT skills – use of word processing, database and spreadsheet applications
* Excellent telephone and communications skills
* Knowledge of parking penalty charge notice processing procedures
* Knowledge of various parking restrictions
* Aware of data protection procedures
 | * Knowledge of GDPR/ Data Protection regulations
* Use of parking penalty charge notice software
* Knowledge of the work of Transport Management
* Knowledge of Local Government
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| Personal Qualities | * Ability to work equally as part of a team or individually.
* Ability to work under pressure and to meet deadlines.
* Enthusiastic and flexible “can do” approach to work
* Ability to deal with customers tactfully
 | * Willingness to undertake further training and learning development relevant to position.
* Customer Services training/ awareness.
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