

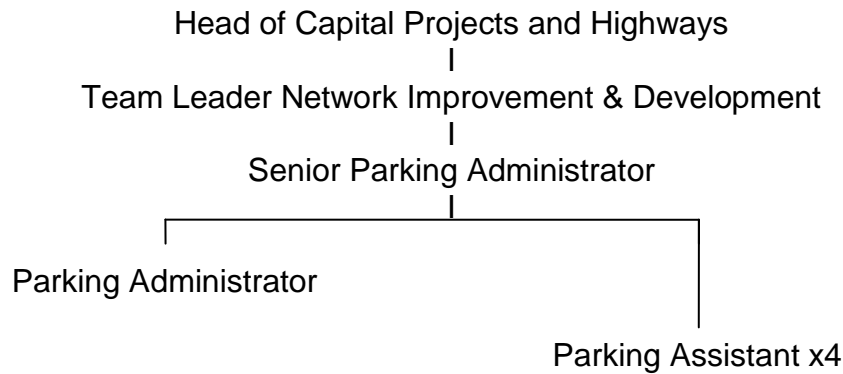
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Neighbourhoods
SECTION:	Highways, Parking Services
LOCATION:	Number One Riverside Smith Street, Rochdale, OL16 1XU
JOB TITLE:	Parking Administrator
POST NUMBER:	
Grade:	6
Accountable to:	Senior Parking Administrator
Accountable for:	NA
Hours of Duty:	37 hours per week worked Monday to Friday 08:30 to 16:45 (Post holder may participate in the Authority's scheme of work life balance by mutual agreement)
Any Special Conditions of Service:	<p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council</p> <p>This post is not Politically Restricted in accordance with the current regulations.</p> <p>In accordance with Section 7 of the Immigration Act 2016 this post requires the ability to converse at ease with members of the public and provide advice in accurate spoken English.</p>

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

To assist in the delivery to the Council's Civil Parking Enforcement operation, on and off street pay and display parking and free car parking provision.

To ensure that the parking and enforcement service is provided in accordance with the Council's commitment to quality customer care, and to support the Senior Parking Administrator to ensure the delivery of an efficient and effective service.

Control of Resources

Personnel

4 x Parking Assistants

Financial

Daily monitoring of Parking Income

Equipment/Materials

To be responsible for the upkeep and safe use of equipment and materials used by self, and colleagues in the course of their duties.

Health/Safety/Welfare

To be responsible for the safety and welfare of self and colleagues in accordance with the Council's Health and Safety Policies.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Liaise with colleagues, other members of the Service, and other Council services. Members of the Council and Officers of other Local Authorities, the general public, Service users, Contractors, Public and Statutory Authorities, and any such bodies or persons as may be necessary to discharge the service functions.

Responsibilities

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out in the Rochdale Way:

- Valuing our people
- Focusing on customers
- Acting with integrity
- Using time and money wisely
- Working together
- Always learning and improving

Be aware of and apply the Rochdale Way behaviours at all times.

Principal Duties

1. Responsible for the day-to-day management of the Notice Processing and Permit system to ensure compliance with all requirements as set out in the Traffic Management Act 2004 in relation to Challenges, Notice to Owners, Representations, Charge Certificates, transfer of liability and all corresponding communications.
2. Supervision of the parking team on a daily basis and support the Senior Parking Administrator to ensure that parking permits requests, dispensations and suspensions are issued correctly and all records are updated and accurately maintained. Using a computerised parking system to process penalty charge notices, season ticket applications, residents parking permits, Notices to Owner and other statutory documentation required under the Traffic Management Act 2004.
3. Assist in the reviewing of all systems and working methods including monitoring the performance of policy, systems and procedures as well as identifying areas of improvement.
4. To investigate appeals against Penalty Charge Notices and determine them in accordance with agreed criteria and produce replies using a computerised parking system.

5. To deal with members of the public and Service users in relation to parking queries and aspects of service provision and resolve queries in line with Service and Council Policy.
6. Prepare orders for maintenance works and ensure all hardware faults, both internal and external and external are reported promptly to ensure remedial action.
7. Investigate and prepare information to be presented to the independent Parking Adjudicators at The Traffic Penalty Tribunal, including the preparation of all documentation using a computerised parking system and Parkmap mapping system and participate in telephone and personal hearings as required.
8. To prepare orders for the maintenance of parking machines and infrastructure and consumables as required.
9. Assist in the preparation of reports and statistical analysis by interrogation of the computerised system or entering data into spreadsheets.
10. To record and check invoices associated with the parking operation.
11. Responsible for prioritising the daily workload of the team and delegate accordingly, attend meetings and site visits as required.
12. To log all correspondence and deal with all other associated clerical tasks required to ensure the effective running of the service.
13. Investigate representations and determine the Council's decision in accordance with the guidelines, while exercising own judgement where mitigating circumstances may apply.
14. Assist the Senior Parking Administrator in debt registration and obtaining approval for warrant.
15. Responsible for raising IDR's, Debtor invoices and ensuring the money is allocated to the correct ledger codes.
16. Ensure all payments for Penalty Charge Notices and permits are recorded accurately and reconciled with the Paris reporting system, along with the Authority's financial system. Authorise refunds of payments on Penalty Charge Notices and permits as applicable.
17. Assist in the implementation of new legislation, policies and procedures and ensure all changes communicated to staff.
18. Deal with complex or difficult written and verbal enquiries on all aspects relating to Civil Parking Enforcement.

Secondary Duties

- 1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.

- 2 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by	Chris Woods	Date	June 2018
	_____		_____
Agreed by Postholder	_____	Date	_____
Supervisor	_____	Date	_____
Service Director	_____	Date	_____

**Rochdale Borough Council
Person Specification**

Service :	Neighbourhoods	Post:	Parking Administrator
Section :	Highways, Parking Services	Post Number:	HECSPS000002
Job Ref:		Grade:	6

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

Criteria		Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a) Qualifications and Experience			
1	What is your experience of investigating and preparing and presenting evidence in cases of appeal?	E	AF,I
2	What is your experience of dealing with customer enquiries, mainly by telephone, and when have you dealt with irate customers?	E	AF,I
3	Please give details of your experience of working with Data Protection legislation?	E	AF,I
4	Tell us about your experience of cash reconciliation and auditing	E	AF,I
(b) Skills and Knowledge			
5	Tell us about your knowledge of Civil Parking enforcement, the background processes and the need for parking enforcement.	E	AF,I
6	Please give details of your staff supervisory experience and providing training.	E	AF,I
7	Please give details on your ability to demonstrate effective literacy, numeracy and accuracy skills.	E	AF,I
8	How do you work within a team yet on own initiative within defined criteria and how do you keep calm under pressure?	E	AF,I
9	Please give details of your excellent interpersonal skills and working in a customer focused environment.	E	AF,I
10	Please give details of your experience using an IT system in a financial/administrative/parking environment.	E	AF,I
11	What is your ability to work in a logical and organised manner?	E	AF,I
12	How would you identify potential areas of abuse and the importance of demonstrating a positive image for the service?	E	AF, I
13	How would you deal effectively with complex and difficult telephone calls?	E	AF, I
14	The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post	E	I
(c) Behaviours and Values			
15	Approach the job at all times using the values set out in the Rochdale Way: <ul style="list-style-type: none"> Valuing our people 	E	AF,I,

<ul style="list-style-type: none"> • Focusing on customers • Acting with integrity • Using time and money wisely • Working together • Always learning and improving <p>Please confirm you are willing to adhere to these values and behaviours.</p>		
(d) Armed Forces		
16 If applying as part of the Armed Forces Scheme please confirm your last long term employer was the Armed Forces.	D	AF/I
17 If applying as part of the Armed Forces Scheme please confirm you have been looking for a job for 6-24 months since you left the Armed Forces.	D	AF/I