

**Job Description**

**Job Title: Car Park Attendant**

**Salary Grade:** Grade 1

**SCP:** 3 - 4

**Job Family:** Facilities and Customer Support

**Job Profile:** FC 1

**Directorate:** CityDevelopment

**Work Environment:** Parking Services

**Reports to:** Parking Services Manager

**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:**

* To liaise with members of the public by giving information, advice and guidance on parking operations in a courteous manner ensuring that the Council’s customer care policy is adhered to at all times.
* To provide an efficient and effective customer service by assessing and anticipating customer needs by determining where assistance or intervention may be required.
* To ensure 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.
* Ensuring that all necessary Personal Protective equipment is worn in accordance with legislation, off street parking risk assessments and Safe Working Procedures.
* Patrol car parks, carryout maintenance and cleaning procedures, monitor CCTV cameras.
* To be flexible with regard to working arrangements to suit operational requirements.
* Use and operate Council vehicles in accordance with the Councils Transport Code of Practice.
* To 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 use and be responsible for 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 and to log all such incidents/occurrences in your daily log book.
* To contribute to the effectiveness of the service by applying knowledge of car park operations to achieve continuous improvement of the service.
* To assist in all aspects of service delivery of the Council’s car park operations.
* To keep up to date with and disseminate good professional practice.
* To comply with all relevant statutory legislation and Council’s regulations, procedures and practices.
* 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.
* Undertaking any training or personal development opportunity identified at a time and venue determined by the manager.
* 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.
* Undertaking any other tasks as required by the Head of Service, consistent with the nature, level and grade of the post.
* To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council

**Name of Author: Julie Tunstall**

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