| Role Structure | Role Details |
| --- | --- |
| Directorate: | Economy & Environment |
| Grade: | HC4 |
| Location: | Blueschool House, Hereford |
| Responsible to: | Principal Recovery Officer (Parking) |

# Job Description

# Job Role: Parking Services Operational Officer

## Main purpose of the role

* To assist in the provision of an efficient, effective and comprehensive operational and business support service covering all aspects of the service areas within the Parking Operation.
* The provision of general administration, clerical and business support for the operational and managerial officers across the service area.
* To process requests for service and advise on established policy matters as appropriate.

| Key Duties and Responsibilities |
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| * To follow the relevant procedures for ensuring that information and data is collected and recorded accurately thus enabling the production of reliable analyses and reports. * To provide general clerical, administrative and operational support to the service. * To process enquiries/complaints and advise on established policy matters as appropriate. To accurately record and relay messages. * To deal with queries from service users and advise on requirements for parking passes, dispensations and other operational matters. * To assist with the collection and processing of raw data. To input and record relevant information required onto a computerised system and to provide basic analyses and statistical information as required. * To be responsible for receiving payments of cheques, cash and credit and debit payments via pay.net to ensure that all such monies are securely handled and deposited appropriately. * To attend meetings when necessary in relation to any of the activities across the service area including evening meetings. * Responsible for ensuring all projects under the control of the post-holder are completed on time, in budget and with the relevant controls relating to quality of service are in place. * To process files for blue badge misuse cases and assist in the creation of a prosecution file for consideration. * To provide support in relation to Penalty Charge Notice correspondence as required. |

|  |  |
| --- | --- |
| **Job Activities:**   * To carry out accurate Word Processing, typing and Audio Typing of correspondence and reports in line with Herefordshire Council Corporate Style Guidelines, and fully utilise the I.T. packages within the service area particularly MS Office. * To maintain, and where necessary establish, electronic and paper based systems for the service area ensuring the systems are kept up to date and archived as appropriate. * To provide operational support to Civil Enforcement officers through monitoring and use of radio communication system, and response appropriately to requests for assistance. * To act as first point of contact for all reports/complaints from users, to give advice as necessary, and initiate a timely response to business critical issues, for example reported faults with car park payment machines, in order to ‘protect’ council income streams. * To organise and arrange meetings for officers including venues as appropriate. To attend at meetings when necessary for the purpose of taking minutes and the distribution of the same. * To administer electronic purchase orders process, record, process and ensure for administrative correctness appropriate certificates & accounts before passing to authorising officer for approval. * To carry out the duties of other Business Support or Administration staff across the operation to accommodate fluctuations of work, holiday and absence cover. * To assist with collection and input of relevant information required for the maintenance of all database systems across the service area. * To assist in the provision of an efficient ‘reception service’ for all visitors and customers to the service area including the accurate handling and receipting of payments of cheques and cash, together with credit control activities * To assist in the maintenance of adequate and appropriate records in respect of the operations work and activities, including providing any analysis and reports as required. * To gather statistics relating to the service area’s activities for the purposes of reports and performance indicators and present same as necessary, also to produce reports on the various aspects of the functions when required. * To carry out all the duties required of the post by any appropriate means whether manual, electronic, or other including carrying out at a level appropriate to the post work related to the use and application of new technology. * To assist in the preparation of text for inclusion on all forms of communication. * To carry out any other duties at an appropriate level as are deemed to lie within the remit of this post. * To assist with daily reconciliation of cash collection from the parking machines by recording banked amounts on the relevant system. * Monitor all relevant equipment and liaise with Parking Support Officers where needed to rectify faults. * To deal with written and verbal Penalty Charge Notice correspondence including, challenges, representations and appeals. | Frequency Daily  Daily  Daily  Daily  As required  As required  As required  Daily  Daily  Daily  Daily  As required  As required  As required  Daily  Daily  As required |

**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** | | |
| |  |  | | --- | --- | | Minimum of 5 GCSE’s including Maths  and English | Application, Certificates | | Essential | A and Certificates |
| **Experience & Knowledge** | | |
| Experience in a busy general office or similar environment  Experience using Microsoft word, Outlook and Excel.  Experience in using software such as Adobe Acrobat or a Desktop Publishing packages and bespoke information systems. | Essential | A, I  A, I  A, I |
| **Skills and Abilities** | | |
| Excellent verbal and written communication skills.  Good numerical and analytical skills.  Ability to deal appropriately with confidential and sensitive information.  Ability to deal with multiple tasks in an efficient manner.  Possess a polite, efficient and helpful manner in dealing with all stakeholders to provide excellent customer service.  Possess a flexible approach to work as well as the ability to work as part of a small team, often to strict deadlines and ability to prioritise.  Ability to receive and react to instructions accurately and reliably.  Excellence in working individually or as part of a team. | Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential | A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I |

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council’s THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. ​They help us to achieve our Council Plan vision “do our best for Herefordshire” acting as our DNA and the “way that we do things around here”. We expect all colleagues to act as a role model by living our values and setting an example for others. ​Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust -** Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are re and fulfil commitments.

**Honesty -** Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility -** Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity -** Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value -** Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy -** Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.