



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**
Standard Template

JOB TITLE:	Parking Services Operational Assistant		
GRADE:	G5	SERVICE AREA:	Highways & Transport
JOB CODE:	X135: JE checked 12/04/2021		
REPORTS TO:	Glynnis Jeavons – Parking Services Manager	LOCATION:	Civic Centre
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> • Must hold a full UK driving licence • Will be required to work outside normal office hours as the service requires • Will be required to work on site at any location within the borough of Walsall • This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers 		

1. Main purpose of the job role:

To assist with the delivery of services provided by Traffic and Transportation Services with particular responsibility for:

- To provide support in connection with the activities undertaken within the Parking Services Operational team. These include assisting with the management of the parking enforcement contract, delivery of maintenance programmes for the off street car and lorry parks, issuing of waivers, dispensations and special parking permits
- Assist with the collection and transportation of cash boxes from the councils pay and display machines
- Assist with liaising with Police, CCTV, Parking Enforcement contractors and other relevant bodies

• Main Activities

- To undertake and assist with the control of collection and transportation of cash boxes from the Council's pay and display machines
- To undertake the clerical functions associated with the financial reconciliation process
- To undertake the control and issuing of Council parking permits and season tickets
- To assist in the maintenance and minor repair work of pay and display machines and communications equipment as and when required
- Providing administrative support for the parking service IT software systems
- To issue waivers, dispensations and special parking permits
- To assist with liaising with the Enforcement Contractors, Police, CCTV and any other relevant bodies as and when required

- To assist with the implementation and monitoring of appropriate maintenance programmes for the Council's car parks and lorry parks

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE Parking Services Operational Assistant		GRADE G5
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Abilities/Skills: (refer to JE guidance document)		
Ability to assist with managing the contracted Civil Traffic Enforcement service	A/I	3
Ability to assist with managing the enforcement of Parking and Traffic Regulation Orders	A/I	3
Ability to undertake the clerical and administrative work of the operational processes for Parking Services	A/I	3
Ability to assist with developing maintenance programmes for car parks and lorry parks	A/I	3
Ability to undertake front line repair and maintenance for pay and display equipment and maintenance for communication systems	A/I	3
Ability to communicate effectively both orally and writing	A/I	2
Ability to use computer word processing, spreadsheets and databases	A/I	3
Ability to work within a customer facing role dealing with first line complaints and queries	A/I	3
Ability to use a range of fixed and hand held IT and communications equipment associated with the delivery of Parking Services	A/I	2
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Substantial experience working within a regulatory environment preferably within the Parking Services office	A/I	3

Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.				
Three subjects at GCSE (Grade 4-9) or equivalent, including Maths and English.			A	
B.TEC National Certificate in Business and Finance or Public Administration or their equivalent			A	
Other Essential Requirements				
An awareness of, and commitment to, equality of opportunity			I	2
Awareness of, and commitment to, confidentiality and handling data			I	3
NOTE: The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post				
Prepared by:	Glynnis Jeavons	Date:	25/03/21	