

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT Transport

POSTHOLDER

SECTION Parking

GRADE **SO2**

POST DESIGNATION (TITLE) Senior Parking Officer

Purpose of Job:

To be responsible to xxx Team Leader

- i) To lead on and undertake a range of senior administrative tasks, working efficiently and effectively and to deadlines set.
- ii) To provide supervisory support when necessary/required and carry out duties outlined below.

Manages up to 8 directly managed staff.

Manages up to 0 indirectly managed consultancy/contracting staff.

Main Duties:

1. Assist in the management of the section, supervising and training temporary and fixed term staff as allocated.
2. Deputise for the manager as required for periods of leave and absence.
3. Recover, receive, and record income for on and off-street parking notices/ offences and for permits/ passes.
4. Programme and issue parking passes, permits, and vouchers and arrange recovery of income from internal departments, liaising with a wide range of staff at all levels.
5. Comply and ensure compliance with the Directorate's financial procedures are adhered to.
6. Maintain all files and records, manual or digital, relating to own work area accurately. To set up e-filing systems as required and to share information accordingly.
7. To lead on established administrative procedures and assist in the development of new procedures, manuals and process guides as required.
8. To visit on and off-street parking facilities to carry out audit checks and inspections.

9. Report maintenance defects according to the established procedure
10. Be aware of current and proposed legislation relating to the work of the section and assist in its implementation to your teams.
11. Operate the data exchange link with DVLA, PCFL and other bodies as required.
12. To produce reports on parking usage and income and provide other statistical information as required.
13. Assist in any special projects in relation to the section's work.
14. To be the point of contact for Departmental visitors
15. Liaise with members of the public, other Council staff, outside organisations etc. as required.
16. Attend Court or the Arbitration Service Offices as the Department's witness if required and prepare all necessary data in connection with adjudication appeals and appearances.
17. Undertake written correspondence in respect to letters and representations arising from the issue of PCNs.
18. Write letters and memoranda to assist in the response to FOI's, casework, and complaints in line with corporate procedures.
19. Deal with queries relating to the work of the section by telephone, letter or in person.
20. To undertake any other work appropriate to the level and general nature of the post's duties.
21. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
22. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies
23. To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
24. *This post does not require a DBS.*
25. To undertake supervision/management of staff
26. You may be required to undertake alternative, additional, or ancillary duties from time to time or transfer to another service department within the Council as the Council may direct to meet service user demand in the event of a crisis or emergency.

Designation of the Post to which the post-Holder normally reports to: Team Leader