

Job Description

MK1 Parking Administrator

Position: Parking Administrator	Department: MK1 Parking	Reporting to: Parking Manager
Salary: £23,809.50	Contract: Full Time	Hours per week: 37.5 (5 days out of 7)

Job purpose: To assist the Parking Enforcement Manager in the day to day running of the office completing all the administrative tasks required to process parking charge notices (PCN) and dealing with complaints & escalations.

Role Competencies:

Planning Timescales:

- To be able to work with medium supervision and to strict deadlines to ensure compliance of the approved timeline of a parking charge notice (PCN).

Decision Making:

- Be confident to make own decisions in line with the decision-making authority within the department.
- Uses technical knowledge to assess situations and apply experience to ensure compliant and consistent outcomes. Escalates when decisions fall outside remit.

Impact & Influence:

- To be able to demonstrate an aptitude in providing administrative support.
- To learn and build on new experiences by keeping abreast of legislation applicable to role.

Skill Level:

- Demonstrates a solid level of specialist knowledge in own area.
- Be able to demonstrate the ability to uphold the strictest privacy and confidentiality clauses set out by MK1 Parking Ltd.
- Understand and implement the British Parking Association Code of Practice as per the Approved Operator Scheme.
- Be able to demonstrate competence in all areas of Microsoft packages and be comfortable with systems.
- Be able to assist the Lead Investigator in creating manual parking charges using MNPR and CCTV.

Communication:

- To be able to demonstrate a polite and helpful manner in all communications, with a focus on being solutions focused.
- To be able to demonstrate good people skills in changing situations.

Budget Management:

- Demonstrates financial awareness and make budget decisions within remit of own role.

Lead & Develop:

- In the absence of the Parking Manager, supervises and co-ordinates shift activities, providing direction to team members. Supports others as needed, contributing to effective daily operations.

Operating Parameters:

- To be responsible for processing all daily parking contraventions by ensuring each case complies with the controls and procedures set.
- To be able to identify any anomalies in the process and raise them to the Parking Enforcement Manager.
- Must be comfortable with systems and technologies to be able to transact electronic communications where a contravention has occurred.
- Must have a meticulous attention to detail to ensure all details are accurately recorded and loaded into the relevant systems for processing.
- Complete all reasonable requests from the Parking Enforcement Manager.
- To have an understanding of Health & Safety, to meet the required standards set by MK1 Parking Ltd.
- To understand and adhere to all Health & Safety requirements set out by MK1 Parking Ltd.
- To be able to process tickets in a timely manner within the life cycle of a parking contravention.
- To be able to assist on event/match days when required.

Essential & Desirable Job Criteria:

- Ability to work on own initiative and as part of a team, be motivated and committed to the role. (E)
- Calm and efficient and be able to work under pressure. (E)
- Have a polite and courteous manner. (E)
- Excellent organisation (D)
- Be able to adapt to different situations. (E)
- To maintain a smart appearance (D)
- Committed to delivering highest standard of work. (E)
- Competent in using a computer. (E)

Safeguarding - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post may be subject to an enhanced DBS check and yearly self-declarations.

Equality & Diversity – must be able to demonstrate the equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total: 95

Level 2

