

# Job Description

## Car Park Supervisor

<b>Position:</b> Car Park Supervisor	<b>Department:</b> MK1 Parking	<b>Reporting to:</b> Parking Manager
<b>Salary:</b> £4319.84	<b>Contract:</b> Perm – part time	<b>Hours per week:</b> 6 (1 days out of 7)

**Job purpose:** To assist the running of the car parks at Stadium MK on Matchdays/Event Days. You will be assisting customers in parking their vehicles and making it easy as possible to enter and exit the site. To manage the Matchdays/Event Days parking alongside the Parking Enforcement Manager.

### Role Competencies:

#### **Planning Timescales:**

- To be able to assist supporters with general enquiries.
- To report any defects or safety concerns.
- To be able to manage the team in line with the itinerary.

#### **Decision Making:**

- Be confident to make own decisions in line with the decision-making authority within the department.
- To follow and execute any reasonable request from your line manager.

#### **Impact and Influence:**

- To be able to listen and identify the guest's requirements.
- To come up with new and improved ideas within the department to drive the department forward.

#### **Skill Level:**

- To assist the running of the car parks on Matchday/Event days at Stadium MK.
- Ability to work as part of a team.
- Strong problem-solving skills.
- Outstanding customer service skills
- Confident, friendly, and personable manner.

#### **Communication:**

- To be able to welcome visitors to the stadium/ hotel.
- Directing visitors to our car parks and into spaces.
- To be able to communicate with other areas of the business.

#### **Budget Management:**

- Be comfortable to make budget decisions within remit of own role.

#### **Lead and Develop:**

- To lead the car parking team in the Managers absence
- To be able to conduct a brief to the team.
- Manage, support, and motivate staff, assist in the identification of training needs; undertake development activities to achieve the required standards of performance and to contribute to the continuous improvement process within the business.
- To resolve any conflict in accordance with the company guidelines and complete all conflict management training.

**Operating Parameters:**

- Keep car parks clean and tidy which may include litter picking.
- To assist with traffic management signage
- Where there are no events you will support the hotel in duties, to include, portering and setting up for events

**Essential and 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)
- To be flexible (D)
- Excellent communication skills. (D)

**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 maybe subject to an enhanced DBS check and yearly self-declarations.

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

Competency Total: 70

Level 2