

# Job Description

## LEAD INVESTIGATOR

<b>Position:</b> Lead Investigator	<b>Department:</b> MK1 Parking	<b>Reporting to:</b> Parking Manager
<b>Salary:</b> £27007.50	<b>Contract:</b> Full-Time	<b>Hours per week:</b> 37.5 (5 days out of 7)

**Job purpose:** To monitor and capture contraventions around the ring-roads, set down drop off points, double yellow lines and parking that has breached the terms and conditions of MK1 Parking using MNPR/CCTV/AI cameras and create Manual Parking Charges.

### Role Competencies:

#### **Planning Timescales:**

- To be able to understand and adhere to the strict deadlines laid down within the NODE flow process of a PCN, using POFA.
- To be able to work to strict time deadlines to ensure compliance of the approved timeline of a parking charge notice (PCN).
- Plan daily tasks for staff and complete within deadlines.
- Create allocations of business dates, car parking zones and complete the relevant paperwork upon completion on tasks.
- To implement daily tasks to be completed.

#### **Decision Making:**

- Be confident to make own decisions in line with the decision-making authority within the department.
- To follow and execute any reasonable requests from the Parking Manager.
- To be able to make a decision on the outcome when a mitigating circumstance arise.
- Policy of parking charges.
- To communicate to relevant areas when a continuous breach is being made.
- To be able to communicate to heads of departments.
- Processing a PCN.
- To be able to action and report any observation findings during monitoring, such as crime observation.
- To report any equipment failures and make Parking Manager/Department aware.

#### **Impact & Influence:**

- To learn and build on new experiences by keeping abreast of legislation applicable to role.
- To be able to demonstrate an aptitude in providing administrative support.
- To be able to manage breaks and the clock ins of the team.
- To be able to conduct efficient introductions and allocate with Fob's/ID Badges/Uniform.
- To be able to train the team on British Parking Association, Approved Operator Scheme, DVLA, Code of Practice, Protection of Freedoms Act.

#### **Skill Level:**

- To be able to demonstrate the ability to uphold the strictest privacy and confidentiality clauses set out by MK1 Parking Ltd.
- To understand and implement the British Parking Association Code of Practice as per the Approved Operator Scheme.
- To be able to demonstrate competence in all areas of Microsoft packages and be comfortable with systems.

- Strong problem-solving skills.
- To have a knowledge and understanding of the Protection of Freedoms Act.
- To keep the complaints, register up to date and attached all relevant documentation.

**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 report any issues to the Parking Manager.
- Understanding of events and make team aware.
- To have an understanding of Group communications and the awareness of the business.

**Budget Management:**

- Be comfortable to make budget decisions within remit of own role.
- Payroll controls – to keep time sheets updated and in line with Budget.
- Financial awareness – to have more knowledge of the forecast.
- To be able to create Purchase Orders for 1<sup>st</sup> aid stocks/stationery and equipment.

**Lead & Develop:**

- To be able to manage a team efficiently and in line with the Code of Practice.
- To train on ZatPark/Lillin and systems.
- Keep training documents up to date – British Parking Association, Approved Operator Scheme, DVLA, Code of Practice, Protection of Freedoms Act. Make sure the team are up to date with their FLOW/BPA required training and log accordingly.
- To keep Risk Assessments up to date.
- To contribute to the continuous improvement process within the business.
- To carry out allocated team member job chats/1:1 monthly.

**Operating Parameters:**

- To be able to identify any anomalies in the process and raise them to the Parking Manager.
- Must be comfortable with systems and technologies to be able to transact electronic communications where a contravention has occurred.
- To be able to process tickets in a timely manner within the life cycle of a parking contravention.
- To understand the importance of Data retention and the Privacy Policy.
- To be able to adhere to the GDPR policy and any breaches to be raised to the Parking Manager and Compliance Manager.

**Essential & Desirable Job Criteria:**

- Ability to work on own initiative and be motivated and committed to the role.
- Calm and efficient and be able to work under pressure.
- Have a polite and courteous manner.
- Excellent organisation
- Be able to adapt to different situations.
- To maintain a smart appearance

- Committed to delivering highest standard of work.
- Competent in using a computer.
- Good knowledge or BPA, AOS, DVLA, CODE of practice.

**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 & 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:

Level