

# Post Specification

## Post Specification - Key Information

- **Post Title: Parking Assistant**
- **Date: 1<sup>st</sup> April 2025**
- **Post Group Number: 7603**
- **Job Family: Customer Engagement**
- **Job Family Role Profile: CE5**
- **Final Grade: 5**

To be read in conjunction with the job family role profile.

## Service Area Description

Parking Assistant's ensure that the Westmorland Shopping Centre car park is looked after on a daily basis 7 days a week. Regular car park patrols carried out on a daily basis to ensure that members of the public have safe access.

## Purpose of this Post

To assist with the operation of the pay on foot Westmorland Shopping Centre car park, providing advice, help and assistance to the users of the car park as required. The post holder will report to the Parking Team Leader.

## Key Job Specific Accountabilities

1. Assist with the day to day operation of the Westmorland Shopping Centre car park including advising and assisting the Public users of the car park as required.
2. Assisting the Parking Team Leader to ensure Health and Safety policy and procedures are adhered to including the operation of the Shopping Centre and Car Park lifts, Fire Safety Plan and other building security.
3. Carry out light maintenance of the parking machines and barriers including removal of jammed tickets and coins.
4. Taking parking payments over the phone.
5. Operate a cash register.
6. Operate a computer using Microsoft Office and other programmes as required.
7. Maintain awareness of customer and community needs and how they will impact on service demand over the short term.
8. Deal with complaints.
9. Any other duties as may reasonably requested by the Parking Team Leader. The above duties and responsibilities do not include or define all tasks that may be required by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post

## Key Facts and Figures of the Post

- **Budget Responsibilities: None**
- **Staff Management Responsibilities: None**
- **Other: None**

## Essential Criteria

- **Qualifications:** Have a good level of education including C grade GCSE or equivalent in English and Mathematics.
- **Knowledge:** Basic knowledge in the use of computers and other ICT equipment and basic keyboard skills. Good understanding of customer care standards and procedures.
- **Experience:** Demonstrable experience of working with the public in a similar type role (Desirable). Cash handling and banking procedures including operating a cash register. Experience of working with computers and Microsoft Office applications (Desirable)
- **Expertise:** Ability to develop and maintain effective working relationships with other members of the team and the public.
- Ability to communicate effectively with members of the public and other team members.
- The ability to walk up and down stairs is a requirement of this post.
- Proven ability to work with minimum supervision.

## Disclosure and Barring Service (DBS) Checks

- Not required for this post
- The level of check required is *(remove others not required)*:

## Job Working Circumstances

- **Emotional Demands:** Members of the public (face to face)
- **Physical Demands:** Walk up and down stairs.
- **Working Conditions:** N/A
- **Other Factors:** As below.

## Other Factors:

Required to work weekends on a rota basis.