

HENLEY ON THAMES TOWN COUNCIL

JOB DESCRIPTION

POST TITLE:	PARKING SUPERINTENDENT
GRADE:	SCP 20 £19,430 (pay award from April 2019 - £20,344) plus overtime of approx. £12,500 – total income potential in excess of £30,000.
JOB PURPOSE:	To lead a small team to enforce the waiting/loading and permitted parking regulations throughout the Town, Residential and On-street “Pay and Display” controlled areas. The work involves assisting in the administration of all aspects of the scheme, frequent contact with the public and working outdoors.
ORGANISATIONAL RELATIONSHIPS:	The postholder is responsible for the Parking Attendant. Line Manager is the Town Clerk and Oxfordshire County Council.
OTHER RELATIONSHIPS:	The postholder will have regular contact with other Council Staff; Councillors; Contractors; members of the public, Community and Voluntary Groups.

DUTIES AND RESPONSIBILITIES:

All duties and responsibilities will be carried out with strict regard for Health & Safety Regulations; the Town Council’s rules, regulations and policies in force.

The Parking Team will ensure that all of the duties (listed below), are carried out to the best possible standards, and to the agreed booking schedule.

The Superintendent will ensure that tasks are prioritised in order of importance, and take the necessary responsible action in an emergency. This will include recording the action taken and informing the Town Clerk. Training will be provided for the right person.

1. Supervisory activities

- To supervise the Parking Attendant; arranging shifts and rotas.
- To record takings and meter readings. Bank cash when needed.
- To ensure that the smart phones are charged efficiently and ready to use.
- To ensure that the information recorded on the smart phone has been transmitted to support services for Parking Enforcement each day – Imperial Civil Enforcement Solutions or Oxfordshire County Council.

2. Main activities

- To enforce all the on-street permitted parking regulations in the relevant areas including resident permits and visitor permits.
- To issue Excess Charge Notices (ECN’s) or other enforcement notices to vehicles found to be in contravention of the regulations.
- To record all “yellow line” road markings/regulatory sign plate defects and parking equipment faults or malfunction, either observed or reported by the public.
- To make occasional appearances at Court hearings to give evidence in support of prosecutions concerning ECN’s or other enforcement notices.

- To suspend from operation “Pay and Display” machines as directed.
- To give the appropriate advice and guidance to the public.
- To report any defects noted during patrol within a residential on-street permitted parking place or pay and display area that may constitute a hazard to the public or adversely affect the proper operation of a permitted parking facility.
- To represent the Town Council/County Council and promote a good relationship with the general public concerning parking related matters at all times.
- To undertake surveys connected with the enforcement of the parking regulations within the Henley boundaries.
- To assist with the achievement of an efficient and cost effective parking operation by suggesting improvements in the method of working and participating in the evaluation of new schemes and approaches to the enforcement of regulations.
- To undertake any other duties commensurate with the parking service.

3. **Special requirements**

- A good standard of general education.
- Be physically fit and prepared to work outdoors, on foot, in all weathers.
- Must be able to work on own initiative, yet as part of a team effort to meet targets.
- No previous experience is required as training will be provided, although on and off-street permitted parking enforcement with a Local Authority would be advantageous.
- To wear uniform as provided and to maintain high standards of personal appearance and conduct.
- The ability to communicate with members of the public effectively and diplomatically in circumstances that can be hostile on occasions.
- The ability to succeed with the provision of a public service that is of high profile and publicly sensitive.
- Ability to comply with the working arrangements and a regular rota.

4. **Skills/Training**

- To acquire a basic working knowledge of the provisions of the Road Traffic Act (1991) and the major implications for the motorist.
- The candidate will be proficient with using computers; emails; printers and mobile phones.
- To acquire the skill to handle matters of potential conflict with members of the public.

February 2019