

September 2019

Re: Parking Attendant vacancy – Henley Town Council

Thank you for your interest in the Parking Attendant position at Henley-on-Thames Town Council.

Attached are further details about the post, including a job description and person specification.

If you would like to apply, please submit your CV and a covering letter. The covering letter should state why you are interested in the post, and should address how you feel you meet **each aspect** of the person specification criteria.

The closing date for applications is **Friday 11th October 2019 at 1pm.**

It is anticipated that interviews will be held the week beginning 21st October 2019.

For more information, please contact the Town & Community Manager, Helen Barnett, on 01491 630082 or email h.barnett@henleytowncouncil.gov.uk.

We look forward to receiving your application.

Yours sincerely,



Sheridan Jacklin-Edward CertHE BA(Hons) MA PSLCC
Town Clerk

PARKING ATTENDANT

Position: Parking Attendant	Salary: £19,554 (plus a generous pension and potential overtime c.£12,000)
Reports to: Town & Community Manager	Hours: Full time (37 hours per week)
Contract type: Permanent	
<p>About the Council</p> <p>The Town Council represents the thriving and picturesque Henley-on-Thames, bordered by both the Chilterns and the River Thames. Henley is renowned for its beautiful market town facilities, its sporting achievements, and an ever-growing programme of cultural and recreational events.</p> <p>The Town Council is the first tier of local government, with 16 councillors and a staff of c.30. We are one of the busiest town councils in the country, providing a wide range of quality services including parks, recreation grounds, open spaces, sports and arts facilities, allotments, cemetery, moorings, car parks, a visitor information service, and community buildings. We also have an extensive property portfolio and significant financial investments.</p> <p>We are a very ambitious town council, dedicated not only to fulfilling our statutory functions, but leading on a wide range of projects and services to benefit the community. Amongst these are several services that we undertake on behalf of Oxfordshire County Council, including on-street parking enforcement. We all know the difficulties that the increasing number of vehicles on our streets creates, including congestion, noise, and pollution. Enforcing the on-street parking restrictions is an important part of our larger plan to encourage people to be considerate drivers, to use their cars less, and to use public transport more.</p>	
<p>Purpose of the role</p> <p>The successful candidate will be an essential part of our dedicated and community-focussed team, with responsibility for enforcing waiting / loading areas, on-street pay-and-display bays, and residential parking zones throughout the town. The work involves administering all aspects of the scheme, including patrolling, logging and reporting incidents, and being a visible presence within the community.</p>	

Duties and responsibilities

1. To carry out regular patrols of all relevant areas within the town.
2. To record precise details of all incidents.
3. To issue Excess Charge Notices (ECNs) or other enforcement notices.
4. To record any defects in road markings and road signs related to parking restrictions.
5. To make occasional appearances at court hearings to provide evidence.
6. To suspend from operation pay and display machines as needed.
7. To give appropriate advice and guidance to the public.
8. To provide a physical presence within the community, representing both Henley Town Council and Oxfordshire County Council.
9. To undertake surveys connected with enforcing parking regulations.
10. To assist with improving our efficiency by suggesting improvement to our ways of working and evaluating new parking enforcement schemes.
11. To undertake any other duties in relation to parking enforcement.

Person Specification

Essential

1. Be physically fit and prepared to work outdoors, on foot, and in all weathers.
2. Be able to work on own initiative (although will also work as part of a team).
3. Show a methodical approach with a very keen eye for detail.
4. IT literate in order to log incidents digitally and reply to emails.
5. Be able to communicate clearly, professionally, and diplomatically with members of the public.
6. Be able to comply with a regular work rota including weekend and bank holiday work.
7. Be well-presented and maintain a high level of personal appearance and conduct at all times.

Desirable

1. No previous experience is required as all training will be provided. However, previous parking enforcement experience is desirable.
2. A basic working knowledge of the road traffic and parking legislation.
3. Experience in customer service or working with residents and visitors.
4. Awareness of consumer rights.
5. Demonstrable experience of planning workloads.

Further details

The hours of work are 37 per week, and will include weekends and bank holidays. The successful candidate will be working with one other parking attendant, and also as part of the larger Town Council team.

The successful candidate will receive all necessary training, a uniform (including outdoor clothing), and a device for logging incidents and receiving emails.

The Town Council is an equal opportunities employer and committed to good staff welfare. This includes flexible working arrangements and, in line with the Equality Act 2010 s19, applications will be considered from candidates wishing to be considered for part-time only employment, and will be judged on merit.

The Town Council offers a very generous pension scheme.

The position is based at the Town Hall in the centre of Henley, close to all local amenities.

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