JOB DESCRIPTION – Town Centre Operative

Job title: Town Centre Operative
Grade: 5
Salary: £24,658 - £29,055
Directorate: Customers and Communities
Section: Town Centre Operations
Team: Town Centre Operations
Responsible to: Parking and Bus Station Supervisor

JOB PURPOSE

Provision of an operational service in relation to facilities management and customer services within the car parks and North Gate bus station

KEY RESULT AREAS

- Assisting customers with parking issues and general enquiries
- Care and Maintenance of all parking machines and equipment
- Operation of Pay on Foot systems including the IT systems
- Undertaking duties on a rota basis to prescribed schedules
- Operating machinery and equipment
- Undertaking general maintenance (Maintaining pay station parts, barrier arms)
- Collation of parking statistics as requested by management
- Liaising with external agencies on parking matters
- Recording incidents/accidents, writing in log book, and producing reports as requested by management
- Cleaning and proactive maintenance of all car parks and North Gate bus station
- Supporting the Markets Team and Town Events when required
- Any other duties commensurate with your employment
PEOPLE AND RESOURCES

The jobholder is responsible for the following people and resources:

- Responsible for ensuring parking equipment remain fully stocked and operational
- Responsible for recording parking statistics
- Responsible for site security and safety
- Responsible for handling customer issues and enquiries
- Responsible for liaising with external enforcement agency on parking matters
- Responsible for cleaning and maintaining site/fixtures and fittings in all Town Centre Operations sites
- Responsible for the maintenance and upkeep of the company vehicle in accordance with agreed servicing schedules and internal vehicle use policies and procedures

Job-holder's position in relation to their manager, peers and direct reports:

Town Centre Operations structure

Town Centre Manager
Parking and Bus Station Manager
Town Centre Operations Supervisor
*Town Centre Operative

JOB DEMANDS

This job entails the following demands:

- Handling customer complaints and enquiries
- Recording incidents and accidents
- Cleaning all sites within Town Centre Operations
- Maintaining equipment in all Town Centre Operations sites
- Undertaking site visits in all weathers
- Gritting surfaces in freezing conditions
- Dealing with permit enquiries and issuing
- Taking payments for permits and general cash handling
- Remote controlling 4 multi storey car parks
- Liaison with internal and external partners
## PERSON SPECIFICATION

### KNOWLEDGE

<table>
<thead>
<tr>
<th>KNOWLEDGE</th>
<th>Essential/Desirable?</th>
<th>Methods of Assessment</th>
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<tbody>
<tr>
<td>Able to complete log entries, write reports, compile Emails</td>
<td>E</td>
<td>Application Form X</td>
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<tr>
<td>Able to extract and report on parking statistics</td>
<td>E</td>
<td>References X</td>
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<tr>
<td>Experience of parking operations</td>
<td>D</td>
<td>Interview X</td>
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<tr>
<td>Telephone skills</td>
<td>E</td>
<td>Other X</td>
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### SKILLS

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<th>Essential/Desirable?</th>
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<tr>
<td>Good IT skills</td>
<td>E</td>
<td>Application Form X</td>
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<tr>
<td>Understanding of cleaning methods and techniques</td>
<td>E</td>
<td>References X</td>
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<tr>
<td>Excellent numeracy and literacy skills</td>
<td>E</td>
<td>Interview X</td>
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<td>Excellent interpersonal communication skills</td>
<td>E</td>
<td>Other X</td>
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<tr>
<td>Hold a full clean UK driving licence</td>
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<td>Application Form X</td>
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<tr>
<td>Excellent written communication skills</td>
<td>E</td>
<td>References X</td>
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### ATTRIBUTES

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<tr>
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<th>Essential/Desirable?</th>
<th>Methods of Assessment</th>
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<tr>
<td>Flexible approach to working</td>
<td>E</td>
<td>Application Form X</td>
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<tr>
<td>Ability to work alone and use initiative</td>
<td>E</td>
<td>References X</td>
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<tr>
<td>Experience of providing a frontline customer service</td>
<td>E</td>
<td>Interview X</td>
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<td>Ability to undertake physical work including walking long distances</td>
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<td>Other X</td>
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<td>of up to 5 miles a day and lifting heavy loads</td>
<td>E</td>
<td>Other X</td>
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