

**MONMOUTHSHIRE COUNTY COUNCIL  
CYNGOR SIR FYNWY**

**TRANSPORT SECTION-OPERATIONS**

**JOB DESCRIPTION**

**POST TITLE:** PARKING OFFICER / TOWN WARDEN

**POST ID:** ROHT08

**HOURS:** 22hrs per week (Including 2 Saturday per Month and Bank Holidays by arrangement)

**GRADE:** SCP 17-21      £17,372 - £19,742 (Pro Rata)

**LOCATION:** Monmouth and other council car parks as and when required.

**ACCOUNTABLE TO:** Car Park Manager and Transport Manager

**PURPOSE:**

To appoint a responsible and enthusiastic individual to control the use of off-street car parks, ensuring Pay and Display machines are maintained to allow an effective service for all users within the County of Monmouthshire. To act as Town Wardens, reporting any observations, defects, contraventions, e.g. highway maintenance hazards to One Stop Shops and other bodies for further action.

**DUTIES & RESPONSIBILITIES:**

- 1) To patrol the off-street car parks to ensure that the parking regulations are adhered to by all users.
- 2) To attend to all Pay and Display machines ensuring they are working correctly and sufficiently stocked with tickets, carrying out basic machine maintenance where required and attend to or report any machine faults where necessary.
- 3) Ensure data is regularly downloaded from Pay and Display machines by use of data logging equipment and correctly imported onto relevant software at The One-Stop Shop.
- 4) To issue Contravention Notices by use of handheld equipment to vehicles/motorists who fail to adhere to the parking regulations and download cases daily.
- 5) To be responsible for the safe keeping of all electronic equipment ensuring all equipment is charged and ready for use.
- 6) To cover when required the daily pay and display cash collection service.

- 7) To report any highway maintenance irregularities e.g. uneven paving, potholes, abandoned vehicles, Waste Disposal, Street Trading issues or any other such Council issue and act in accordance with instructions.
  - 8) To be an ambassador to the town courteously assisting and directing members of the public requiring information.
  - 9) To provide cover as Parking Officer/Town Warden throughout Monmouthshire as and when required
  - 10) To abide by the Authority's Equal Opportunities policy and undertake appropriate training.
  - 11) To maintain full awareness of the Health & Safety requirements of the service and to be responsible for own safety and that of colleagues and others within the workplace or the public generally when undertaking official duties.
  - 12) To perform any other duties commensurate with the grade and nature of the post as required.
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CYNGOR SIR FYNWY**

**TRANSPORT SECTION-OPERATIONS**

**PERSON SPECIFICATION**

**POST TITLE:** PARKING OFFICER / TOWN WARDEN

**POST ID:** ROHT08

**HOURS:** 22 per week (Including 2 Saturday's per month and Bank Holidays by arrangement)

**GRADE:** Band D SCP 17-21

**LOCATION:** Monmouth and other council car parks as and when required.

**The successful applicant must be able to demonstrate:**

- 1) Confident, effective and efficient communication skills both written and verbal.
- 2) A good understanding of computers and operating systems.
- 3) Best practice in Customer Care issues ensuring service users are dealt with effectively and politely in particular whilst dealing with service users face to face.
- 4) The ability to use data logging equipment following training.
- 5) The ability to work on own initiative but also as part of a team.
- 6) The ability to follow instruction, follow set procedures and to use discretion where and when required.
- 7) The ability to carry out basic maintenance of Pay and Display machines following relevant training.
- 8) A willingness to attend further training courses if required.
- 9) To be fully aware and abide by the department's Health and Safety Policy Guidelines.
- 10) A willingness to abide by the Authority's Equal Opportunities and attend appropriate training.
- 11) A valid driving licence and use of a vehicle is essential as cover in the other towns or driving the cash collection vehicle will be necessary.
- 12) Any appointment to this post will be subject to a DBS check.

What else you need to know....Monmouthshire Values are:

**Openness:** We aspire to be open and honest to develop trusting relationships.

**Fairness:** We aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect.

Flexibility: We aspire to be flexible in our thinking and action to become an effective and efficient organisation.

Teamwork: We aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.

And this role, will work with Monmouthshire to achieve these.

**Closing Date:- 12 Noon on 30<sup>TH</sup> January 2015**

**For an informal discussion regarding this post, please contact: Mrs Amanda Perrin on – 01633 644756**

AP/MP  
JOBDESCRIPTION:PARKINGOFFICERTOWNWARDEN