



Candidate information

Relief Parking and Traffic Support Officer



Job Description

Post Title: Relief Parking and Vehicle Access Coordinator	Post Reference:	
<p>Summary of the Role: To be responsible for the day-to-day operation of the Trust car parks and associated equipment, barrier devices and pay machines ensuring that car park users have safe access and egress, and comply with Trust policy at all times. This will involve maintenance and first-line trouble-shooting of hardware issues in order to maintain revenue flow, sales of permits and scratchcards, patrols on foot to detect and deal with incidents of non-compliance and assistance to users who have queries relating to parking and way-finding upon arrival at the hospital.</p>		<p>Reports to: Parking Operations Manager</p> <p>Base / Location: This is a Relief role meaning attendance will be across all Trust sites to cover absences and support site-based initiatives. The 'base-site' for HR purposes will be confirmed on appointment.</p> <p>Own car is essential for travel between sites.</p> <p>The post holder is also required to participate on a Trustwide weekend rota (currently 1 Saturday in 8).</p>
Key Responsibilities		Working Relationships and Contacts
<ul style="list-style-type: none"> • To support the planned preventative maintenance of all parking equipment on site and in the event of equipment failure, perform diagnostic checks and investigation and undertake all necessary first-line trouble-shooting actions in line with technical competence and training. Where necessary, seek assistance from specialist field engineers or escalate to senior management. • To carry out real-time decision making in relation to capacity management of the site, directing car park users as appropriate to ensure staff and patients are not unduly delayed thus avoiding adverse impact on service performance and/or treatment. • To monitor the function of parking equipment on a real-time basis using specialised software and CCTV images to assess car park activity and detect issues which may arise such as congestion and take remedial action to mitigate the impact on hospital users. • To deal confidently and professionally with all manner of parking (and way-finding) enquiries from staff, patients and visitors and in the event of any conflict arising, take immediate steps to defuse the situation communicating effectively and with the use of PPE, such as a bodycam, as necessary. • To sell parking permits and scratchcards face-to-face to staff and contractors, being responsible for cash 		<p>Internal:</p> <ul style="list-style-type: none"> • Staff car park users (of all levels and professions) from EKHUFT, 2gether and other NHS organisations based at EKHUFT sites • All departments which have an ad-hoc requirement for parking support e.g. in relation to their patients or for events being held • Colleagues within the Parking team • Estates in relation to works being undertaken • Hospital cashiers • 2gether Helpdesk operators • Hospital volunteers who are car park users

<p>management and card payments/refunds, undertaking end of day reconciliation of cash and card receipts and banking cash accordingly.</p> <ul style="list-style-type: none"> • To ensure compliance by all car park users with Parking policy by undertaking regular patrols of the site (on foot), using judgement and real-time awareness of activity and pressures on the site to take appropriate enforcement action. This will range from no action, to warning notices, to parking 'fines' depending on the severity of the offence acting at all times within agreed protocols and parameters but with local discretion and a degree of autonomy. • To provide local traffic management expertise and support in the event of a business continuity/emergency situation arising, as well as in line with standard operating procedures for heli-landings and any other event or incident impacting upon traffic flow in-out of the site. • To support and assist other parking management staff in the execution of their duties, assisting in the training of new or agency staff when required. • To undertake duties at sites other than the base site as and when required, which will involve inter-site travel. • Any duties commensurate with role as deemed necessary by a member of the management team. 	<p>External:</p> <ul style="list-style-type: none"> • Patients and visitors of patients • Flowbird field engineers • CSS cash collection agents • Various contractors, suppliers, and delivery drivers • Emergency services
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Job Dimensions: Problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment)	Performance measures and KPIs
<ul style="list-style-type: none"> • As a Relief, the role requires the ability to move between different teams/sites on a regular basis and the variety / disruption to routine which this entails. • The role requires a high degree of real-time decision making, taking responsibility and reacting to situations that arise and implementing action in line with agreed protocols but also with a degree of local autonomy based on site knowledge, experience and prevailing circumstances. • Decisions have a direct impact upon the flow of hospital users (staff, patients, visitors and others) in and out of the site, and if suitable decisive action is not taken, any delays can have consequences for those persons such as being late or missing clinics/appointments. 	

- The job requires a degree of technical competence in order to perform diagnostic checks and first-line trouble-shooting in the event of mechanical failure with any piece of car park equipment. And thus, an awareness of when to escalate complex or high impact issues to specialist engineers and management.
- Working within a small team of two, but in practice often alone, the job holders are responsible for the safe access and egress of around 3,500 patient/visitor vehicles per day and a further 4,000 staff vehicles (pro-rata across the Trust – 8 job holders).
- Ticket/permit/scratchcard sales of around £120,000 per annum are made in person by card/cash across the team of 8 job holders, for which they are also responsible for logging transactions, reconciling and banking each day.
- This is as well as the c£4.8million in annual income derived from our car park activities with the job holder being a key component of that income stream ensuring pay on foot and pay & display payment systems and barriers are all operational, and that staff are complying with permit policy.
- The job holder has a portakabin as a base/office but will spend much of the time patrolling the car parks and assisting car park users, often attaining upwards of 20-30,000 steps a day, in all weather conditions.
- They can be exposed to frustrated and sometimes irate drivers who may be unable to park, unhappy with having to pay, or annoyed/confused at receiving a parking ticket. A high degree of pragmatism, empathy and rapport building is essential to manage such difficult situations and to reach an amicable outcome.

Person Specification: (Essential (E) or Desirable (D))

Knowledge & Skills:	Experience	Qualifications
<ul style="list-style-type: none"> • Clean driving licence and access to own transport for inter-site travel (E) • Strong interpersonal skills with the ability to provide advice in accurate spoken English (E) • Empathetic approach to complaints (E) • IT literate (E) 	<ul style="list-style-type: none"> • Working in a customer service/care role (E) • Working within the NHS or similar multi-disciplinary environment (D) • Working in an enforcement role (parking or otherwise) (D) • Working in a car parking related role (D) 	<ul style="list-style-type: none"> • Full, clean UK driving licence (E) • Educated to GCSE/NVQ 2 level standard (E) • NVQ in Customer Service (D)

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| <ul style="list-style-type: none"> • Ability to cover large distances on foot when undertaking patrols of the car parks (E) • Ability to handle difficult situations and defuse conflict (E) • Confident in working alone and on own initiative within agreed guidelines (E) • Ability to work with machinery to perform initial fault diagnostics and undertake first-line fault resolution (following appropriate training) (D) • Problem solving (D) • Knowledge of private parking regulations and IPC code of practice (D) | | |
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Job Role: Essential Health and Safety information

Does the post involve ?		Y	N
Confined Spaces?	A “confined space” means any enclosed place, such as may need to be accessed by Estates staff for maintenance such as loft spaces, plant rooms or flues.		X
Driving?	This means driving a Trust Vehicle, Passenger Carrying Vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work	X	
Exposure to Substances Hazardous to Health?	This is where risk assessments have identified known health hazards. For example designated latex glove user, formalin, PMMA use.		X
Hand Arm Vibration Exposure?	This includes hand held tools such as drills, saws and other power equipment. This is likely to include employees working in the Plaster Room, Mortuary, Estates and Orthopaedic Surgery.		X
Hand Washing?	This means washing hands 20 plus times per working day.		X
Lone Working?	This means employees who work by themselves without close or direct supervision. Lone working may be found in a wide range of situations, such as home or community visits, working alone outside normal hours, working in remote or confined areas (such as plant rooms).	X	
Manual Handling?	This means all job roles where there are specific manual handling / patient handling requirements.	X	
Night working?	This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am).		X
Noise exposure?	This is where risk assessments have identified noise levels under the Noise at Work Regulations 2005, and is likely to include areas where ear protection is needed or workers regularly have to shout to communicate due to background noise.		X
Work at heights?	A place is ‘at height’ if a person could be injured falling from it. This includes working on ladders, up scaffold or any other apparatus. It may also apply to staff who regularly have to stand on kick-stools or steps for significant periods of time to retrieve items/ notes from high shelving.		X