

Parking Services Officer

Role Profile



TRAFFORD
COUNCIL

Service:	Parking Services – Place Directorate
Grade:	Career Grade Bands 3-4 (Appointment and progression will be based upon qualifications, experience and achieving required competency levels)
Reporting to:	Parking and Traffic Manager
Responsible for:	No direct reports

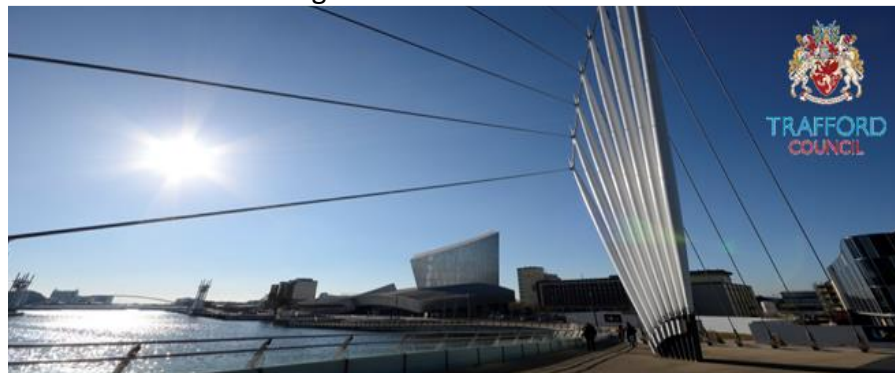
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage, and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation, and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Parking Services Team sits within the Highways, Transportation and Environment Department within the Place Directorate. You will be working at a fast pace, dealing with a large volume of calls and emails on a daily basis from our residents, council members and stakeholders relative to parking and traffic related problems within the Borough. This is a busy team that provides a front-line service dealing with inbound and outbound calls and emails as well as managing an electronic in-tray of customer appeals, requests, reports and correspondence with clear daily output and legislative GDPR quality assurance requirements which must be achieved for the service to fulfil the legislative demands that are required under the Traffic Management Act.

Your Main Priorities

- Ensuring services are delivered in accordance with Part 4 of the Traffic Management Act (TMA) and relevant Parking legislation.
- Providing high quality parking administration and customer services, including reviewing and replying to penalty charge notice appeals and formal representations using bespoke software, working in accordance with the relevant legislation and guidance including data protection legislation.
- Accurately assessing and determining liability, considering relevant information from a range of sources and ensuring that all relevant exemptions, discounts, discretionary relief and benefits are considered.
- Providing an excellent level of customer service when communicating verbally and in writing with residents, businesses, customers and internal departments.
- Checking and approving applications for resident/visitor permit and other permit types and processing payments within financial regulation requirements.

Key duties

Band 3

- Gaining and maintaining an up-to-date working knowledge of parking legislation and administrative procedures, general traffic and parking regulations as well as a general knowledge of the local area.
- Ensuring each appeal and representation is investigated thoroughly to resolve the issues quickly and efficiently
- Responding to all queries and correspondence comprehensively, efficiently and courteously, communicating clearly and resolving all identifiable issues at the earliest opportunity to achieve an excellent level of customer satisfaction.
- Proactively contacting customers and other stakeholders to obtain relevant information, resolving issues and maximising collection and recovery of Parking income.
- Being responsible for the receipt, processing, banking and reconciliation of Penalty Charge Notice (PCN) and permit payments, including refunds, ensuring compliance is maintained within audit requirements and financial regulations.
- Supporting the Assistant Parking and Traffic Manager and Parking and Traffic Manager with preparation and submission of papers and evidence for cases to the Traffic Penalty Tribunal.
- Providing general administrative duties including processing incoming post, filing/scanning, maintaining relevant systems
- Liaising with the Council's approved Bailiffs where required to assist with enquiries.
- Providing advice to motorists on general parking enquiries.
- Contributing to team and one to one meetings, identifying issues and supporting continuous improvement of the service.
- Undertaking any other duties that commensurate with the grade which may be from time-to-time required by management.

Band 4 (inclusive of the above)

- Leading on the preparation and submission of papers and evidence for cases to the Traffic Penalty Tribunal.
- Deputising for the Senior Parking and Traffic Services Officer when required.
- Leading on and assisting other departments or agencies with any parking and traffic related queries.
- Determining the most effective recovery actions, using discretion within agreed parameters, where appropriate and working with customers to secure appropriate instalment plans in liaison with the approved Bailiffs.
- Being responsible for own workload and targets, ensuring daily performance and quality targets are consistently met whilst maintaining a high level of customer service.

- Leading on and identifying improvement areas and implementing actions to improve the offer of the parking services team.

About You

Qualifications and Professional Development

Band 3

- GCSE grade A-C (4-9) or equivalent in Maths and English
- Willingness to work towards achieving the Intermediate Level Assured Certificate in Notice Processing, or an equivalent relevant qualification
- Have a personal commitment to continuous self-development and ensuring skills and knowledge are kept up to date

Band 4 (inclusive of the above)

- Completed to a good standard all relevant internal and external training required to fulfil all aspects of the Band 3 role and working with minimal supervision
- Intermediate Level Assured Certificate in Notice Processing, or an equivalent relevant qualification
- NVQ level 3 in Customer Service or a related service, or willing to attain this qualification

Experience and Knowledge

Band 3

- Previous experience working in a demanding customer related service or parking services environment
- Experience of working within a team in order to achieve a collective goal
- Experience of Microsoft Office, particularly Word, Excel and Outlook
- Understanding of Data Protection principles

Band 4 (inclusive of the above)

- At least 2 year's previous relevant experience at Band 3 level in a parking services environment
- Experience of using parking and or financial systems, processes and procedures
- Experience of working in a team and achieving or exceeding individual and team performance targets
- Experience of resolving complex queries
- Developed knowledge and experience of managing a diverse range of parking related calls/queries
- Successful assessment of knowledge and Customer Care skills
- Experience of communicating with a wide range of audiences, using appropriate communication channels to provide information, which is clear, concise and effective
- Detailed knowledge of the requirements of Data Protection & GDPR across all platforms
- Experience of continually working to a high standard in a pressurised environment
- Have a clear understanding of the organisational structure

Skills and abilities

Band 3

- Good interpersonal and communication skills written and verbal; effectively communicating with a range of customers via phone, email and virtual face-to-face
- Ability to establish effective working relationships with customers and colleagues at all levels
- Customer focused approach to service delivery and providing high levels of customer care in a pressurised environment with the ability to handle situations with sensitivity, tact and diplomacy
- Ability to work well as part of a team as well as on your own initiative
- Flexible and adaptable to change to provide new services and products to customers
- Competent ICT and keyboard skills; using a range of office applications, software packages and systems

Band 4 (inclusive of the above)

- Excellent communications skills with the ability to communicate effectively with all customers and present information in a format easily understood and tailored to audience, including written, verbal, and electronic
- Ability to resolve a range of complex queries at first point of contact and to deliver a high level of customer service to close customer queries

- Ability to focus clearly to achieve defined results and good outcomes for customers over a range of parking and traffic related matters
- Proficient ICT skills using relevant systems and processes
- Ability to work on own initiative, organising and prioritising work to meet deadlines and changing priorities

Special Conditions

- Working on a Rota basis to cover office requirements, within the Parking Service opening times of 9.00am-5.00pm

Date prepared/revised	JAN 2022 JUN 2025 Updated 26/11/2025 (qualifications)
Prepared/revised by	J Lomax / L Shellabear / R Pollard
Job Evaluation	18/06/2025

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holder's period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.