



Ipswich Borough Council  
Job Description: **N26**

**Car Park Assistant**

**Main Purpose of Job**

To assist the Parking Services management team in the Operation and Maintenance of the Multi Storey Car Parks. Ensuring that the car parks are fully operational, well presented and clean and safe at all times and providing a primary customer interface.

**Main Duties**

1. Ensure lifts, entry, exit barriers and payment machines are fully operational. Report any faults and use relevant signage if out of order.
2. Be responsible for Fire Actions and Health & Safety of the Multi Storey Car Parks. Check ticket/card dispensers have adequate stock and refill as necessary. Clean the car parks as necessary ensuring the car park remains to a high standard. Ensuring the Car Parks remains to a high standard. Carry out any minor maintenance within own capacity.
3. Note any calls to and from Enforcement Officers and report to Line Manager. Check all communication via the different channels and communicate onwards.
4. Overseeing the work of the cash collection contractor in person and via radio and ensuring sufficient equipment is available.
5. Be proactive with customer service including provision of information about the car parks and town to customers including updating special promotion display posters and make suggestions for improvements in service to the Parking Services management team.
6. Working between sites as and when required.
7. Any such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



# Person Specification

## Car Park Assistant

Attributes	Essential	Desirable	Method Of Assessment
<b>Qualifications</b>	GCSE in Maths and English or equivalent qualifications / skills / experience	First Aid Qualification	
<b>Relevant experience</b>	Experience of working in a similar role  Experience of Lone working  Experience working in a customer-facing environment  Experience of cash handling and the ability to follow cash handling procedures		
<b>Work related experience, skills and competencies</b>	Experience of working in a similar role within Car Parks  Experience working in a customer-facing environment  A good understanding of Health and Safety and how this relates to the role.  Knowledge and experience of following COSHH guidance when using cleaning chemicals, and fuel spillage kits.	Experience of carrying out minor maintenance repairs  Knowledge of Pay on Foot ticket machines and barrier systems used to operate a car park  Understanding of lift operations and emergency operations  Knowledge and understanding of correct use of parking bay for bluebadge holders and customers wishing to use electrical charging points  Knowledge and understanding of manual handling	
<b>Personal skills</b>	Confident approachable manner with the ability to communicate with a range of people.  Team worker, but able to use own initiative, proven lone working experience  Ability to approach work flexibly with a can-do attitude  Able to deal effectively with difficult/emotional customers in potentially stressful situations	Ability to climb stairs	
<b>Special working conditions</b>	Required to wear a Uniform  Flexible approach to working hours  DBS check (standard)	Hold a full clean UK driving licence and ability to drive between locations	

