

## Job Description

Job title	Parking Maintenance Technician
Directorate	PLACE : Regeneration, Community and Culture
Division	Transport & Parking Service
Range	<u>MPR 2</u>
Reports to	Parking Maintenance Supervisor

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### Main purpose of the job:

To assist the Parking Maintenance Team with the smooth running of all car parks for the benefit of users by ensuring that all equipment is fully operational, the car parks are kept in a clean, tidy and safe condition and to assist users as and when required. To ensure the provision of an efficient and cost-effective service making a positive contribution to the community and to Car Park Management. Ensuring the car park usage is maximized by ensuring that all assets are in working order and of good standards of condition. This will include Pay & Display machines, ANPR systems and Electric Vehicle Charging points

To provide general site organization through tasks such as the maintenance and repair of specified equipment, low level security, monitoring and general cleaning of site, buildings, and building systems (e.g., fire alarm, lighting etc.), general portage and liaising with contractors working on site.

Manage the opening, closing and on-site facilities subject to site needs in order to maximise security. Provide advice and information, as well as coordinate or respond as appropriate to enquiries and complaints from contractors, the general public, and site users, logging reports as required in matters which require further action or consideration.

To monitor the use of, and request supplies for the building and/or site facilities, e.g. cleaning and sundries. To ensure that the health and safety standards are complied with and referring any breaches to the Parking Maintenance Supervisor. To respond promptly to unexpected events, within the remit of the role, requiring urgent attention. When necessary and deputise for Parking Maintenance Supervisor.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

### Accountabilities and outcomes:

To carry out daily maintenance on specialised equipment following processes and procedures, to ensure a smooth operation of the service.

Inspection of parking areas, reporting any issues that may impact on customer service, income generation and the enforcement of the TMA 2004.

Carrying out and recording of mandatory H&S inspections adhering to policy and procedures.

Meet on site with stakeholders providing professional advice on any relevant safety issues, ensuring that work is carried out in a safe manner.

Supporting of parking bays suspension operation, by ensuring that local signage is collected, erected in the correct location and monitored for the duration

Regularly recording and reporting of data in a variety of formats.

Provide advice and support where required, responding promptly to unexpected events, to ensure the safe and smooth operation of the parking service.

Carryout the locking and unlocking of premises as and where required.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

### Organisation:

This role reports to the Parking Maintenance Supervisor.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

MOBILE - will have a designated base but are generally working out in the field. They will only come into office space for meetings or touchdown. They are often not constrained to normal core working hours.

## Person Specification

All criteria at level A are considered essential unless stated otherwise.

### Qualifications

#### Level A

Valid manual full driving licence

Good standard of general education to GCSE level 4-9 GCSE (or equivalent) in English & Maths

#### Level B (in addition)

Working towards Health & Safety qualification level 2 IOSH

#### Level C (in addition)

Health & Safety qualification

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### Knowledge

#### Level A

Knowledge of the procedures for a range of tasks, some of which, singly or in combination, are relatively complex, and of the operation of associated equipment and tools for example responding to ANPR/payment machine faults

Computer literate with good understanding of Microsoft Office.

#### Level B (in addition)

Knowledge of maintaining car parks and equipment including pay & display machines and ANPR

#### Level C (in addition)

Knowledge of the Traffic Signs Regulations and General Directions 2016 (TSRGD)

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### Experience

#### Level A

Experience of lone working in a workplace and be comfortable doing so.

Experience of dealing with members of the public in a courteous manner keeping them advised of progress and offer solutions where possible.



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#### Level B (in addition)

Experience of data entry and updating records and logs in various formats.

Experience of coping well under pressure and difficult situations, able to identify and act on own development needs.

#### Level C (in addition)

Experience of handling small volumes of cash

Experience of keeping records up to date using ICT systems

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## Skills

### Level A

Ability to explain straight forward tasks to others

Excellent customer service skills

Ability to manage time effectively, planning own workload and setting appropriate objectives and deadlines, and work alone.

Ability to remain calm and professional under pressure and remain customer focused.

Ability to use common sense when dealing with situations and priorities accordingly.

### Level B (in addition)

Requirement for dexterity, co ordination and sensory skills to maintain equipment

Ability to exchange orally and in writing varied information with a range of audiences. To be able to complete and maintain spreadsheets and records.

Demonstrable experience of contributing to change and listening to new ideas.

The job requires judgmental or creative skills, where there is some need to interpret information or situations and to solve straightforward problems.

### Level C (in addition)

Ability to deal with considerable levels of work-related pressure for example deadlines, interruptions or conflicting demands.

Ability to plan ahead, as well as organise work on a daily basis



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