1. Job Details

Job title: Car Park Attendant C/E&B/067

School/Support Department: Support Services Division of Estates and Buildings

Line manager: Transport Officer

2. Job Purpose

Patrolling of car parks searching for rogue parkers, monitoring vehicles and issuing penalty charge notices to those not bearing permits.

3. Main Responsibilities

<table>
<thead>
<tr>
<th>% of time</th>
<th>3.1 Patrol University Car Parks – To Monitor vehicles, issuing penalty charge notices to those not bearing permits.</th>
<th>70</th>
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<td>10</td>
<td>3.2 Assist members of staff and the public – Responsible for helping staff, student and public permit holders and visitors to the University with parking problems.</td>
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<td>3.3 Report to Transport Office – Responsible for keeping Transport Office informed and reporting any incidents relating to vehicles, persons, or property in their charge.</td>
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<td>3.4 Traffic Control Instructions – To carry out any traffic control instructions as required by the Transport Office.</td>
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4. Planning and Organising

The post holder’s workload is planned on a daily basis depending on what is happening in and around the University car parks e.g. how many tickets they will issue and what situations may arise.

5. Decision Making

Decisions regarding ticketing vehicles not displaying appropriate parking permits
The car park attendant will take a view with regards to issuing tickets to those vehicles without appropriate parking permits when parked on University ground, whether they are displaying no permit at all or a permit for another University parking area.

6. Problem Solving

Post holder is regularly in contact with University staff, students, and public members who may have problems finding a parking space within the University car parks. Post holder will direct those requiring assistance to the nearest available space.

7. Key Contacts/Relationships

- Transport Office: Report incidents or request further information on vehicles or faults
<table>
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<th>with car park barriers</th>
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<tbody>
<tr>
<td>• University Staff/Students and Public Members: To assist with any parking problems</td>
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<tr>
<td>• Security Department: To report criminal activity or incidents in University car parks in the first instance</td>
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### 8. Knowledge, Skills and Experience Needed for the Job

- A Friendly and polite manner
- Good communication skills
- Neat and tidy handwriting

### 9. Dimensions

Work is allocated to the post holder by the Transport Officer and clerical staff within the Transport Office. Work is also generated by incoming calls to the office on a daily basis.

The Post holder would turn to the clerical assistants for advice in the first instance and if assistance could not be provided the post holder would then turn to the Deputy Parking Officer or in the final instance the Transport Officer.

### 10. Job Context and any other relevant information

None applicable