

BROXTOWE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate: Deputy Chief Executive

Division: Corporate Services

Post No & Job Title: Parking and Electric Vehicle Technical Officer (T305)

Grade: Grade 5

Responsible to: Parking Services Team Leader –

Responsible for: No direct responsibility for employees

Main purpose of the job: To provide an accurate, effective and efficient administrative and technical service within parking services, and to support the delivery and monitoring of the Electric Vehicle (EV) infrastructure for Council assets.

Administration

1. To support the development, maintenance, management and monitoring of Council EV charging units, and parking ticket machines to ensure that faults are diagnosed and repaired in a timely manner.
2. Assist with the coordination between internal departments and external stakeholders with the identification and installation of EV charging points across the Borough on Council owned sites.
3. Maintain and update project spreadsheets, trackers and databases to monitor site progress.
4. Prepare and issue reports, summaries, and supporting information as required for parking pay and display and EV charging points, including data for air quality statistics.
5. Support coordination between internal departments and external stakeholders to ensure the installation of EV charging points meet strategic models agreed across the Borough and Council development sites.
6. To undertake projects relating to the installation or replacement of EV charging points and parking pay and display machines.
7. To support the operation of the Council's employee permit parking scheme, working with the Business Support Team to replace, renew, and issue temporary or permanent permits.
8. Identify and suggest improvements to administrative processes and ways of working.
9. To ensure correct maintenance when required and rectification of basic errors/breakdowns in relation to the EV charging units.
10. To respond and process requests received into various service area inboxes from internal / external stakeholders.

11. To undertake all office based administrative services and support functions including scanning and indexing of documents.
12. To undertake the administrative tasks for verification of applications / requests for service such as parking permits and checking of supporting evidence and accuracy in accordance with local and national guidelines.
13. To assist with all associated car parking and EV Charging point administrative tasks.

Customer Service

14. To respond, fairly and effectively to a range of members of the public, some of whom may be in crisis, distress or who may display inappropriate or aggressive behaviour, and to seek appropriate support in accordance with the circumstances and office procedures.
15. To respond to queries both verbal, including face to face, and written from customers and stakeholders; providing advice or redirection to resolve both simple and complex issues, ensuring a prompt, high quality service is provided.
16. To maintain and develop relationships with internal and external stakeholders, attending meetings with designated service areas as required.

Systems and Processes

17. To use key systems/platforms for data entry, capture and usage. This will include monitoring of inputs, tracking progress and reporting.
18. To update and check correct information is shown on the Council website.
19. To export data from Council systems for manipulation and reporting purposes for both internal and external stakeholders, including bespoke reports and statistical information.
20. To undertake administrative related functions using Word, Outlook, Excel, Adobe Pro and Access.
21. To enter, maintain and interrogate data in multiple Council systems in accordance with Service Level Agreements and procedures. Understand and interpret information and obtain relevant additional information as required.
22. To assist the Parking Services and Business Support Team Leaders in developing processes to increase efficiency.
23. To create and maintain work procedures to ensure consistency.
24. To ensure all process and procedures are aligned with Electrical Vehicle legislation/regulations.

25. To train other members of the team as required to ensure consistency and avoid single points of failure.

Finance

26. To raise Purchase Orders as requested in a precise and timely manner as requested.
27. To accurately arrange payment of invoices in a timely manner to ensure service level agreements are upheld.
28. Analysis and reconciliation of income to the General Ledger on a monthly basis to ensure the correct processing of parking income, and to maintain an accurate spreadsheet of all commitments and payments to enable accurate reporting.
29. To carry out any other duties within the scope and grade of the post relating to the responsibilities of the Parking Services.

DESIGNATED CAR USER

A designated car user status has been attached to this post.

SPECIAL CONDITIONS

Where applicable: Duties may include attendance at evening meetings and/or work outside normal office hours.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of Parking and Electric Vehicle Technical Officer but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.