



Promoting and Sustaining Excellence in Parking for All

‘Routes into work’ materials

Pack 3 : Three week work trial

Job title : Parking Support Officer

Purpose : to enable the trainee to gain an overview of what work is like within the parking sector, and also to provide a framework of activities for the employer to offer to a prospective trainee

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Three week work trial

1 Guidance

General information

The three week work trial supports JCP clients by providing practical experience of activities related to the work of a Parking Support Officer in the workplace environment. Prior to attending the three week work trial, the trainees will have taken part in a two week training course which provides them with a general background to employment in the parking sector, and prepares participants for their work role and the three week trial. It is also intended that the work trial might also introduce trainees to the different types of job opportunities and career development options that are available within parking.

Materials for the three week training course have been developed by Asset Skills and the British Parking Association in conjunction with employers from the sector and are available free of charge for use in supporting training programmes. The 'Routes into work' programme is designed to help employers to fill vacancies in a variety of support worker roles with job-ready recruits. It is recognised that these materials are generic to the whole parking sector, and would therefore benefit from being tailored to be relevant to information specific to the employer offering the work trial/placement and/or potential vacancies.

Trainees

Trainees entering this course will have already been selected as suitable for work within the parking sector through the screening of the selection event. However, they may be anxious about coping with the training course and work trial, and the induction process should therefore be designed to reassure, build confidence and encourage a positive attitude. The programme and materials provided for the 'Routes into work' programme also aim to be accessible to trainees of mixed abilities, offering them opportunities to assess and improve their literacy, language and numeracy throughout the two week course, work trial and into employment.

The materials which support the delivery of the three week work trial include the following documents:

- Induction programme
- Induction checklist
- Recruitment checklist

2 Induction programme (pages 4 – 6)

The induction programme describes activities which might be encompassed within the three week work trial to enable the trainee to gain an overview of what work is like within the parking sector, and also to provide a framework of activities for the employer to offer to a prospective trainee.

The materials for the induction programme have been produced through consultation with a range of private and public organisations within the parking sector to ensure that the

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structure, content and delivery of the materials is in line with generic practice in parking services. However, it is recognised that these materials would benefit from being tailored to be relevant to information specific to the employer involved in the delivery of the work trial.

Upon completion of the three week work trial, the trainee may be given the opportunity of permanent employment. An end of placement review might be held with the trainee and their manager to review the trainee's performance, and determine whether an offer of employment will be made. In those circumstances where an employer may choose not to offer employment, the reason for decline should be provided. Week 3 of the induction programme provides a brief overview of the areas which might be discussed when addressing either option.

3 Induction checklist (pages 7 – 10)

The induction checklist document provides a brief summary of the activities undertaken during each week of the induction programme. The checklist might be used daily to review those activities which have been addressed, and those which remain to be completed. The checklist provides the facility for the learner and the supervisor to initial and date against each activity, to keep an ongoing record of areas which have been covered.

In addition, the checklist includes space for the supervisor to add comments in relation to the trainee's progress at the end of weeks 2 and 3.

Upon completion of the three week work trial, the trainee may be given the opportunity of permanent employment. There is a section within week 3 of the materials for the manager to record their comments, and this is included on page 9 of the attached materials. This will be used to inform the end of placement review between the trainee and their manager, to review the trainee's performance, and determine whether an offer of employment will be made.

4 Recruitment checklist (pages 11 – 12)

The recruitment checklist describes those activities and skills which would apply typically to the job role of a 'Parking Support Officer'. In addition, the checklist describes the functional skills, teamwork skills and other requirements which might be required of anyone applying for this post. The document may therefore have application in relation to the following activities:

- Supporting training programmes,
- Interviewing candidates,
- Writing job descriptions.

Parking Support Officer : Induction programme

Week 1

Introduction to the employer's organisation

- Profile of the organisation
- Terms and conditions of employment
- Explanation of working environment
- Roles, responsibilities and reporting
- Job role and skills needs
- Allocation to supervisor/manager
- Company contact names and numbers
- Policies and procedures
 - Cash handling
 - Complaints procedure
 - Confidentiality
 - Data protection and security
 - Equality and diversity
 - Health and safety
 - Internet
 - Quality assurance

Company safety procedures

- Health and safety personnel
- Site safety procedures, including safety signs and their meaning
- Safety when working with office equipment
- Sources of first aid assistance and equipment
- Personal action in the event of a fire
- Evacuation procedures and assembly points
- Reporting arrangements
- Lines of responsibility in the work environment

Induction training

- Introduction to colleagues
- Outline to parking services provided by organisation
- Site layout
- Refreshment and toilet arrangements
- Dress code and hygiene
- Location and use of office equipment
- Customer care procedures
- Job role and allocation of work
- Demonstration of skills and job tasks/work shadowing
- Skills practice

Parking Support Officer : Induction programme

Week 2

Workplace experience

- Allocation to work team
- Nomination of supervisor/coach
- Explanation of tasks routinely performed in this job role, e.g.
 - open, sort and distribute mail
 - typing, word-processing and other IT based tasks
 - inputting data onto manual and computerised records
 - carry out efficient filing systems and retrieval
 - using office equipment, sending faxes, photocopying etc
- Performance of tasks under supervision
- Regular review of progress with supervisor

Feedback from supervisor to manager

- Feedback on technical performance
- Feedback on personal skills and behaviour
- Feedback received from colleagues
- Feedback from trainee
- Any additional training and support agreed with trainee

Parking Support Officer : Induction programme	
Week 3	
Skills development	
<ul style="list-style-type: none"> • Reinforcement of generic job activities for parking services • Under direction/instruction of supervisor gain further specific knowledge and skills development in parking services, e.g. <ul style="list-style-type: none"> - prepare and issue parking permits - process Penalty Charge Notices (PCN) - prepare correspondence relating to PCN - scanning documents and photos, and allocate to appropriate PCN - receive, process and bank PCN payments • Development of customer service skills • Regular review of progress with supervisor 	
Feedback from supervisor to manager	
<ul style="list-style-type: none"> • Feedback on technical performance • Feedback on personal skills and behaviour • Feedback received from colleagues • Feedback from trainee • Agreed action for improvement/progress 	
End of Placement Review (employer & trainee)	
<ul style="list-style-type: none"> • Discuss trainee’s opinion of work trial • Review of performance – outcome for employment 	
Offer of employment	No offer of employment
<ul style="list-style-type: none"> • Terms of employment offer • Agreement of individual learning plan 	<ul style="list-style-type: none"> • Exit interview • Revised CV • Statement of skills achieved and knowledge gained • Identification of additional training/ support required

Parking Support Officer : Induction checklist				
Record of learning : Week 1				
Introduction to the employer's organisation		Date	Initials	
			Learner	Supervisor
1	Profile of the organisation			
2	Terms and conditions of employment			
3	Explanation of working environment			
4	Roles, responsibilities and reporting			
5	Job role and skills needs			
6	Allocation to supervisor/manager			
7	Company contact names and numbers			
8	Policies and procedures			
Company safety procedures		Date	Initials	
			Learner	Supervisor
9	Health and safety personnel			
10	Site safety procedures, including safety signs and their meaning			
11	Safety when working with office equipment			
12	Sources of first aid assistance and equipment			
13	Personal action in the event of a fire			
14	Evacuation procedures and assembly points			
15	Reporting arrangements			
16	Lines of responsibility in the work environment			
Induction training		Date	Initials	
			Learner	Supervisor
17	Introduction to colleagues			
18	Outline to parking services provided by organisation			
19	Site layout			
20	Refreshment and toilet arrangements			
21	Dress code and hygiene			
22	Location and use of office equipment			
23	Customer care procedures			
24	Job role and allocation of work			
25	Demonstration of skills and job tasks/work shadowing			
26	Skills practice			

Parking Support Officer : Induction checklist (continued)			
Record of learning : Week 2			
Workplace experience	Date	Initials	
		Learner	Supervisor
1 Allocation to work team			
2 Nomination of supervisor/coach			
3 Explanation of tasks routinely performed in this job role			
4 Performance of tasks under supervision			
5 Regular review of progress with supervisor			
Feedback from supervisor to manager			
6 Feedback on technical performance			
7 Feedback on personal skills and behaviour			
8 Feedback received from colleagues			
9 Feedback from trainee			
10 Any additional training and support agreed with trainee			
<i>Supervisor's comments (Notes relating to items 6 – 10 above)</i>			
Supervisor's signature		Date	

Parking Support Officer : Induction checklist (continued)			
Record of learning : Week 3			
Skills development		Date	Initials
		Learner	Supervisor
1	Reinforcement of generic job activities for parking services		
2	Further specific knowledge and skills development		
3	Development of customer service skills		
4	Regular review of progress with supervisor		
Feedback from supervisor to manager			
5	Feedback on technical performance		
6	Feedback on personal skills and behaviour		
7	Feedback received from colleagues		
8	Feedback from trainee		
9	Agreed action for improvement/progress		
Supervisor's comments (Notes relating to items 5 – 9 above)			
Supervisor's signature		Date	

Recruitment Checklist : Parking Support Officer

Work related activities

- Under the direction/instruction of a senior officer/manager provide routine general and administrative support
- Sort and distribute mail
- Present a positive personal image, contributing to a welcoming environment for customers/visitors
- Undertake reception duties, answering telephone and face to face enquiries
- Maintain manual and computerised records and management information systems
- Carry out typing, word-processing, email and other IT based tasks
- Receive, record, balance and issue receipts for all payments received by post, internet or telephone
- Prepare and issue parking permits
- Process Penalty Charge Notices
- Arrange orderly and secure storage of supplies
- Report inappropriate client behaviour, and convey serious incidents to the line manager, where appropriate
- Be aware of, and comply with, policies and procedures relating to equal opportunities, health and safety, security, confidentiality and data protection, reporting all concerns to an appropriate person
- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and performance development as appropriate

Recruitment Checklist : Parking Support Officer			
Functional Skills			
Is the candidate able to:			
communicate effectively with a wide range of people	<input type="checkbox"/>	respond to requests for information from colleagues and customers	<input type="checkbox"/>
use a range of office equipment, e.g. faxes, photocopiers, printers and scanners	<input type="checkbox"/>	deal appropriately with customer queries and complaints by telephone and correspondence	<input type="checkbox"/>
read, understand and follow verbal and written instructions	<input type="checkbox"/>	be methodical and accurate	<input type="checkbox"/>
write legibly and process documentation using IT software	<input type="checkbox"/>	manage a workload to meet priorities and deadlines	<input type="checkbox"/>
be self motivated and willing to use own initiative	<input type="checkbox"/>	file, retrieve, sort and assist with general administration	<input type="checkbox"/>
be trustworthy and honest in personal and financial areas	<input type="checkbox"/>	accurately enter/retrieve data information from information systems	<input type="checkbox"/>
Teamwork Skills			
Is the candidate able to:			
follow instructions given by team leaders	<input type="checkbox"/>	be willing to learn established and new practices	<input type="checkbox"/>
work as a member of a team and participate in team activities	<input type="checkbox"/>	accept feedback and work effectively with others	<input type="checkbox"/>
be helpful, positive and respectful in their approach to colleagues	<input type="checkbox"/>	problem solve, and seek help where necessary	<input type="checkbox"/>
work tidily to help the team be efficient	<input type="checkbox"/>		
Other Requirements			
Can the candidate demonstrate:			
proof of eligibility to work in the UK	<input type="checkbox"/>	have knowledge of computers and Microsoft Office software	<input type="checkbox"/>
act in accordance with relevant policies, procedures and legislation	<input type="checkbox"/>	able to vary working hours, sometimes at short notice	<input type="checkbox"/>
ability to travel to the place of work	<input type="checkbox"/>	demonstrate basic ability in numeracy and literacy, e.g. at level 1	<input type="checkbox"/>