

Recruitment Checklist

Job Title	
Parking Support Officer	
Work Activities	
<ul style="list-style-type: none"> • 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 	
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"/>

Job Title	
Parking Support Officer	
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"/>