

Job Description



Job Title: Facilities Officer – Dockside Car Park Administrator	Service Area: Property Services, Facilities Management (Fixed term contract for 6 months)	
Directorate: Resources	Post Number: Fusion	Evaluation Number:
Grade: Scale 5	Date last updated: July 2024	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

Key responsibility is to oversee the operational car park at Newham Dockside. Working to the direction of the campus manager, you will manage the car park in accordance with the procedures and policies and undertake a range of other duties as part of the facilities management team.

Job Summary

Work to the direction of the campus manager in managing the car park at Newham Dockside by managing the vehicle registration database, monitoring usage and ensuring all vehicles are abiding by the policies and procedures. Ensuring the PaytoPark technology is working and ensuring the correct charge has been paid by car park users. The role also requires the provision of support to the wider facilities management team as and when required.

Key Tasks and Accountabilities:

1. Work closely with the campus manager and lead security guard to manage and monitor usage of the car park and issuing notices where required.
2. Log and manage misuse of the car park by issuing notices, communicating with individuals and revoking access to the car park where required as per the agreed policy.
3. Ensure the PayByPhone app is working correctly at all times and escalate any issues immediately to colleagues in Parking.
4. Ensure all vehicles are parked appropriately and in designated bays and are paying the correct emissions based charge for the period of their stay.
5. Monitor and manage electric vehicle charging bays and check that all related software is working correctly and correct charges are being paid.
6. Undertake routine (daily) inspections of the car park and report any issues to the campus manager/senior facilities officer.
7. Develop and maintain systems and processes for the management and administration of the car park – noting arrangements with tenants, checking disabled and councillor bays and maintaining the exemptions list.
8. Ensure all income due for the car park is recovered.
9. Monitor standards of facilities and the car park e.g. lights all working, car park is free of any hazards and obstructions, cleaning across the site, ensuring that standards are achieved. Report all problems to senior facilities officer or campus manager.
10. Attend regular meetings with colleagues in Traffic & Parking to keep abreast of any changes relevant to the Dockside car park.
11. Resolve any issues regarding the car park at first point of contact where possible.

To undertake all responsibilities listed below:

1. Work closely with the campus manager and lead security guard to manage and monitor usage of the car park and issuing notices where required.
2. Log and manage misuse of the car park by issuing notices, communicating with individuals and revoking access to the car park as per the agreed policy.
3. Devise internal communications with the comms. team to share messages about any changes to the car park, part closures, issues affecting the car park, etc. in a timely manner.
4. Liaise with the commercial property team to keep updated on new lease arrangements which may include car park allocations.

5. Arrange for costs to be obtained to update/change any car park lining, numbering, etc. and instruct works upon approval.
6. Ensure the PayByPhone app is working correctly at all times and escalate any issues immediately to colleagues in Parking.
7. Ensure all vehicles are parked appropriately and in designated bays.
8. Monitor and manage electric vehicle charging bays and check that all related software is working correctly and correct charges are being paid.
9. Undertake routine (daily) inspections of the car park and report any issues to the campus manager/senior facilities officer.
10. Develop and maintain systems and processes for the management and administration of the car park – noting arrangements with tenants, checking disabled and councillor bays and maintaining the exemptions list.
11. Generate ideas for the effective management of the car park and any improvements to the car park and management processes through the use of technology and other means.
12. Ensure all income due for the car park is recovered.
13. Monitor standards of facilities and the car park e.g. lights all working, car park is free of any hazards and obstructions, cleaning across the site, ensuring that standards are achieved. Report all problems to senior facilities officer or campus manager.
14. Attend regular meetings with colleagues in Traffic & Parking to keep abreast of any changes relevant to the Dockside car park.
15. Resolve any issues regarding the car park at first point of contact where possible.
16. Perform administrative tasks within the Facilities Management service.
17. Demonstrate a flexible approach in the delivery of work within the Directorate. Consequently, the post holder may be required to perform work not specifically identified in the job profiles, but which are in line with the general level of responsibilities of the post.

Other Duties

- The post holder may be required to work pre-planned, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.
- To keep up to date and comply with corporate and directorate policies and procedures and to attend and contribute to one to one supervision and appraisal sessions with direct line manager.
- To undertake mandatory and other relevant training as required, including own personal development and ensure that health and safety policies and procedures are followed at all times.
- To undertake such other duties, which may be required from time to time.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

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PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE: <ul style="list-style-type: none"> Able to use IT effectively to manage all data relating to the car park. General knowledge of facilities and office management. Physical level of fitness sufficient to undertake the tasks set out. 	Application Form and Interview Application Form and Interview Application Form
EDUCATION/QUALIFICATIONS No formal qualifications required	N/A

SKILLS AND ABILITIES: <ul style="list-style-type: none"> ▪ Team player – willing to show personal commitment for the benefit of the team ▪ Will take personal responsibility for achievement of tasks and fulfilling duties ▪ Solution focused driven to achieve a first time fix where issues are identified ▪ Willingness to undertake training relevant to the role including understanding emissions based charging and electric vehicle charging rates ▪ Ability to use ICT systems and learn how to use Fusion to purchase and raise orders. ▪ Ability to ensure all income is recovered through close liaison with Parking Services ▪ Ability to learn how to manage software for electric charging bays 	<p>Application and Interview</p> <p>Application Form</p> <p>Application Form and Interview</p> <p>Application Form</p> <p>Application Form</p> <p>Application form</p> <p>Application Form</p>
EXPERIENCE: <ul style="list-style-type: none"> ▪ No previous experience is essential but some experience of working in a customer facing or back office role providing services to internal colleagues is desirable. 	<p>Application Form and interview</p>
PERSONAL STYLE AND BEHAVIOUR: <ul style="list-style-type: none"> ▪ Good communication skills – able to respond effectively to a variety of requests and queries and deal with potential conflict situations ▪ Customer service skills ▪ Use of relevant IT applications 	<p>Application Form and Interview</p> <p>Application Form and Interview</p> <p>Application Form</p>
OTHER SPECIAL REQUIREMENTS: <ul style="list-style-type: none"> ▪ Values Diversity ▪ Flexible, creative and open to change ▪ Recognises the need for continuous self and team improvement and development. 	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form</p> <p>Satisfactory clearance at conditional offer stage</p>