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| **Post Title: Car Parking & CCTV Attendant** | **Post Reference:** |  |
| **Summary of the Role:**   * Responsible for the enforcement of the Trust Car Parking Policy * Responsible for ensuring the correct application of the Quality Management System where it interfaces with their daily activities * Responsible for the monitoring of CCTV as and when required | | **Reports to:**   * Car Parking Supervisor |
| **Working Relationships & Contacts**  Key relationships include:  The post holder is expected to liaise with other members of CDD Services and CDDFT staff to enable the fulfilment of their duties. Where their duties bring them into contact with other groups e.g. other Trust staff, patients and their visitors / carers, a professional working manner should be adopted. When this contact includes members of the general public, common courtesy should be shown*.* |
| **Key Responsibilities** | |  |
| * Issue Parking Charge Notices to vehicles that are parked in breach of the Trust Policy * Responsible for the monitoring of the car parking service equipment, its performance and reporting of faults or damages to the Car Parking Management Team * Directs drivers of vehicles to appropriate parking areas if and when required and provides information to visitors, students, staff and patients * Monitors and/or patrol site to ensure traffic remains flowing * Observe, uphold and enforce health & safety regulations at all times including the wearing of hi-visibility and safety clothing and the reporting of hazards and dangers on site * Take intercom calls and assist customers with their issues and queries. * To man the Car Parking Reception, take card and cash payment on an ad hoc basis and also validate parking passes for visitors * Issue keys in accordance with the agreed procedure * Give appropriate advice and instruction to staff and public in respect of the effective operation of the Trust car parks * Give appropriate instruction to any new members of the Car Parking Team * Work agreed rotas and co-operate to maintain a 24-hour cover * Attend training courses as required * Carry out appropriate procedures for identifying and reporting faults * Follow security procedures * Ensure CCTV images, information and transcribing minutes which could be used in court proceedings must always be held highly secure. Specific patient policies must be applied. * Whilst working in the CCTV role there will be a frequent requirement to sit or stand in a restricted position for most of the shift. * Gain specialist and theoretical knowledge regarding the operation and processes to carry out the role e.g., access control, CCTV, security related software and the application of the law. * Ensure control systems operate effectively i.e., possess keyboard skills and manual dexterity associated with CCTV, access control related software and alarm systems. * Knowledge of the hospital layout, usage and key stakeholders / contact points.   **General**  The above list is not exclusive or exhaustive; the post holder is expected to be co-operative and flexible in line with the needs of the post, department and the needs of the business. | | |
| **Job Dimensions:**  (Problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment) | | **Performance measures and KPIs** |
| Provide a courteous efficient Car Parking service within the trust.  To project a friendly and professional attitude to all patients, staff and visitors and to demonstrate product knowledge when enquires are made.  Ensure that communication channels are maintained between appropriate staff / visitor / patient groups with regard to car parking.  Provide a CCTV monitoring service as and when required. | | KPI target scores |
| **Person Specification:**  (Please state Essential (E) or Desirable (D) | | |
| **Knowledge and Skills**  Excellent communication and interpersonal skills and the ability to explain detailed information to others (E)  Ability to prioritise and organise work load (E)  Work as part of a team (E)  Ability to problem solve and work on own initiative. (E)  Able to work shifts and have flexibility to needs of the service (E) | **Experience**  Experience of working in a Car Parking Environment (E) | **Qualifications**  Educated to GCSE standard or equivalent (E)  NVQ Level 2 Customer Service Practitioner (D) |
| Core Behaviours | Patients, public and staff have helped develop the Trusts’ Behaviours Framework of Values that inspire passion in the NHS and that should underpin everything it does. The NHS values provide common ground for co-operation to achieve shared aspirations, at all levels of the NHS. The post holder is required to commit to delivering the actions in the Trust’s Behaviours Framework:  **Working together for patients**  Patients come first in everything we do. We fully involve patients, staff, families, carers, communities, and professionals inside and outside the NHS. We speak up when things go wrong.  **Respect and Dignity**  We value every person – whether patient, their families or carers, or staff – as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits.  **Commitment to quality of care**    We earn the trust placed in us by insisting on quality and striving to get the basics of quality of care – safety, effectiveness and patient experience – right every time.  **Compassion**  We ensure that compassion is central to the care we provide and respond with humanity and kindness to each person’s pain, distress, anxiety or need.  **Improving lives**  We strive to improve health and wellbeing and people’s experiences of the NHS.  **Everyone counts**.  We maximise our resources for the benefit of the whole community, and make sure nobody is discriminated against or left behind.    All employees are required to promote high quality care and good health and wellbeing through the enduring values described by the Department of Health: “The 6Cs – care, compassion, competence, communication, courage and commitment.”  **Duty of Candour**  All employees are required to comply with the Statutory Duty of Candour: The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not information has been requested and whether or not a complaint or a report of that provision has been made | |
| Leadership Behaviours | All managerial and supervisory posts are expected to follow the principles of being a Great Line Manager and specifically be aware of, understand, and apply fair employment policies/practices, and equality and diversity principles and legal obligations. Commit to developing staff preferences, promoting flexible working arrangements, and encourage change of working practice following major life changing events.  All managerial and supervisory posts will ensure compliance with Trust policies and procedures and clinical guidelines.  All managerial and supervisory posts must ensure staff have equal access to career progression and are appraised annually and have a PDP. | |