



Parking Permit Officer

Salary: Band 5 £25,652 - £27,363 per annum

Hours: 37 hours per week

Contract: Permanent

The Service

Providing services and improving outcomes in the following areas: parking, sustainable transport, transport planning, traffic management and road safety, highways and coastal management and public transport, city centre management.

As a service we take pride in our work by valuing others, focusing on what's important so that we make a real and positive difference. Our values are outlined in our Ways of Working and our Guiding Principles and if they reflect how, you are and how you work then this could be the role that meets your expectations.

What is the role?

Working in the Parking Team and reporting to the Parking Office Supervisor, you will be responsible for the processing and issuing of all types of Parking Permits, taking payments and answering customer queries on permits through all types of communication channels, for example email and telephone.

Duties and responsibilities:

- Ensuring prompt and efficient processing of all requests for permits, car park season tickets and parking dispensations
- Issuing of residents parking permits in accordance with agreed eligibility criteria and assist with applying where required
- Liaise with residents and businesses of Portsmouth over the telephone and email/postal communication with regard to permit enquiries
- Liaise with individual staff and departments relating to the issuing of parking permits for vehicles associated with carrying out the business of the City Council
- Dealing with customer enquiries, including providing information and advice on parking permit matters for both residents and visitors
- Maintain the accuracy and integrity of the computerised permit issuing database, to ensure the correct details are recorded



- Process payments, including the taking of payment information over the telephone from customers, using a secure payments system and ensuring they are correctly recorded and allocated to the appropriate permit
- Raising of internal forms e.g. ITNs to transfer funds between department budgets and invoices where required
- Issue tickets and passes for the pay-on-foot car park system
- Promoting the efficiency and effectiveness of the Parking Service at all times
- Ensure compliance with and promote the Council's Equal Opportunities and Health and Safety Policies at all times
- Carry out any other duties in accordance with the designation and grading level of the post

Who is the person?

You will be someone who:

- Has a customer focused approach to work
- Has good communication skills both written and verbal
- An eye for detail
- Has good relevant work experience.
- Will undergo training as necessary and show the ability to learn quickly.
- Has good interpersonal communication skills
- Is able to build good relationships and have a positive influence on colleagues
- Will work in and encourage a culture of improvement and co-operation among team members
- Has the ability to work and manage under pressure and meet deadlines as appropriate.
- Has a working knowledge of Microsoft applications and good general IT skills.

Additional information:

Interviews to be held on 30th April and 1st May 2025

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal



data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it