

Suspension Officer

Salary: Band 5 £26,473 - £28,239 per annum

Hours: 37 hours per week

Contract: Permanent

The Team

The Suspension Team is an essential and newly expanded part of the service offered by Portsmouth City Council to its residents and businesses. We are looking for enthusiastic people to help us mould and shape the team as we grow.

Our team is friendly, supportive, and welcoming, looking to deliver an amazing customer experience to our residents and business throughout the city by putting them at the heart of what we do.

We take pride in being a forward-thinking service that can help you develop your skills and knowledge to support you on your career journey with the Council.

What is the role?

Working in the Suspension Team and reporting to the Suspension Supervisor, you will be responsible for processing and arranging suspensions; arranging quotations and answering customer queries through all types of communication channels, for example face to face, email and telephone.

The role is primarily office based however you will also spend a few hours each day driving a PCC service vehicle to undertake on-street activities to display and remove suspension signage.

Your main duties and responsibilities include but are not limited to:

- Ensuring prompt, accurate, efficient and timely processing of all requests for suspensions
- Issuing of suspensions in accordance with agreed eligibility criteria and within the legal framework for parking suspensions and TTROs
- Researching and assessing locations then arranging quotations for suspensions
- Arranging the placement and collection of suspension signage and temporary street furniture
- Liaise with residents and businesses of Portsmouth over the telephone and email with regards to suspension enquiries
- Liaising with individual staff and departments to arrange suspensions for other departments and/or projects in relation to the varied work of Portsmouth City Council
- Liaising with event organisers to arrange and advise on appropriate suspensions
- Dealing with all types of customer enquiries, including providing information and advice on suspension matters for both residents and businesses
- On street duties include meeting with customers to discuss enquiries and provide advice, as well as the physical making, the placement and the removal of signage
- Maintaining the accuracy and integrity of the computerised suspension and quotation database, to ensure that accurate information is recorded
- Arranging invoicing and taking payments

- Promoting the efficiency and effectiveness of the Service at all times
- Ensure compliance with, and promote, Portsmouth City Council's Equal Opportunities and Health and Safety Policies
- Driving a PCC service vehicle as required
- Carry out any other duties as requested by the Supervisor, or their representative, in accordance with the designation and grading level of the post.

One of our team had this to say about the role -

"I really enjoy the fact that there's lots of variety in this busy role, it's incredibly rewarding getting out and about in the city, meeting residents and business owners and being able to help them with their suspension issues. You need to have an administrative background, but all the technical aspects of the role can all be learned within the team."

Who is the person?

You will be/have:

- Relevant experience in a similar administrative and customer service role
- Able to work accurately in a fast-paced environment
- Educated to GCSE Level including Mathematics and English at Grade C/4 or above
- Able to use Microsoft applications and have a good knowledge of these, as well as having good general IT skills
- An understanding of the need for attention to detail
- A customer focused approach to work
- Good communication skills both written and verbal to be able to communicate effectively with customers and colleagues
- Interested in building great relationships and have a positive influence on colleagues
- Keen to work in a culture of improvement and co-operation among team members and be able to encourage this in others
- Able to meet strict deadlines to better support our customers
- Able to drive a PCC service vehicle to help deliver the service. A full manual driving licence, valid in the UK, is a must.

Additional information

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

- Official -

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.