

Customer Coordinator (Parking)

Current Salary: Band 8 - £36,363 - £39,151 per annum

Contract: Permanent

Hours: 37 hours per week

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 as part of the Parking Team and reporting to the Parking Business Services Manager, you will be responsible for the delivery of exceptional customer service for our service users, including the resolution of complex queries through all types of communication channels.

By using business intelligence around the data and information collected to be a champion in improving service delivery for the customer and strategically leading on customer service improvements

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

- Ensuring prompt and efficient processing of all customer related contact with the Parking Service
- Management of complex queries and complaints extending across all areas of Parking and liaising with other departments to deliver a 'one and done' response, providing a single point of contact
- Facilitating responses to Freedom of Information, Data Protection and Subject Access requests
- Management of complex member/MP enquiries
- Understanding the purpose of each service offered by Parking and using systems thinking principles when making decisions
- Reviewing and improvement of customer service delivery within the Parking Service and working with other areas of Transport

- Implementation of best practice policies around customer focused service delivery
- Bringing together information from all areas of Parking to complete the Parking Annual Report
- 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 as requested by the Parking Manager or their representative in accordance with the designation and grading level of the post.

Who is the person?

You need to:

- Formal qualifications in customer service, process-analysis, communications, engagement or change management; or have similar equivalent experience or approximately 3 years, preferably within a regulatory service
- Ability to understand and interrogate customer service and operational output data in order to improve service provision
- Excellent IT literacy: utilising multiple IT systems and solutions and contribute to oversight
- Have a demonstrated knowledge and understanding of, or ability to interpret, legislation (including Traffic Management Act 2004, Road Traffic Act 1984 and Local Government Act 1974 Part III, Freedom of Information Act, Data Protection Act, GDPR) to carry out day-to-day role, as well as ability to interpret new legislation as it comes into effect
- Have thorough understanding and ability to interpret PCC policies
- Have relevant experience of management and/or leadership in customer service and communications environments, including letter/report/training/strategy writing for both individual and wider audiences.
- Experience of balancing a high workload to multiple service level agreements and expectations, which stretches across the whole department, into the wider directorate and across the Council.
- Have good project management and project delivery experience for small to medium sized projects
- Experience implementing and monitoring policy or procedural changes
- The drive to make continual improvements to ensure the best outcomes for our staff and customers, whether it's championing workforce development or making sure Parking projects deliver benefits for all our residents.
- Experience sharing and collaborating on best practice across an organisation, developing and delivering sessions and materials to support this.
"Organisation" can refer to the immediate Parking service of 100+ colleagues and also is reference to strategic work undertaken to support the Directorate and the Council as a whole through strategic contributions across the Council

- Understanding of the legislation that relates to equality, diversity and inclusivity in a local authority context.
- Excellent interpersonal skills with the ability to build rapport and effective relationships with a range of colleagues and stakeholders on complex issues.
- Have a positive attitude towards work and actively work with your colleagues to ensure a smooth delivery of the service and be flexible in being able to adapt to the needs of the team to improve the service offered to customers
- The ability to work independently but with a strong team ethic, and the ability to work collaboratively and effectively.
- Ability to plan up to the medium term and contribute to the development of policies and strategies within the directorate and across the Council

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 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.