

Parking Suspension Officer

Salary: Band 5 £27,346 - £29,170 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 Traffic Regulation Orders.
- 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 placing and removing signage and temporary street furniture.
- 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.

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 and be able to demonstrate this.
- 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 team 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 essential.
- For the on-street aspects of the role, some walking will be required as well as general flexibility to physically lift and place signage and lift and place temporary street furniture

Additional information

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).

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