**NHS Grampian**

**Job Description**

# SECTION 1

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| JOB IDENTIFICATION |  |
| **Job Title:** | Car Parking Attendant |
| **Department(s):** | Parking Department |
| **Location:** | Aberdeen Royal Infirmary |
| **Hours:** | 37.5 hour per week |
| **Grade:** | Band 2 |
| **Contract:** | Permanent |
| **Job Reference:** | KJ074647 |

###### SECTION 2

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|  | **Job Purpose**  - To provide attendance at each site entry point to the hospital site to ensure access is permitted to only authorised vehicles. To patrol all relevant NHSG sites as and when instructed as part of a regular routine, to ensure compliance with NHSG parking policies and regulations and carrying out enforcement when required. |
|  | **Organisational Chart** (Please identify this post clearly in the structure – as a minimum show 2 levels above and 2 levels below (where relevant).  Head of Procurement, Logistics & Site Services  Security & Site Access Manager  Team Leader  11 x Parking Attendants  5 x Shuttle Bus Drivers  Services Administrator |

###### Please refer to appendix B(i) for definitions

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| **1)**  **2** | **Communication and relationship skills**  **Providing & receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts.**  Communicating with; staff working at all levels across NHS Grampian sites, including residential staff, patients and visitors / relatives, the general public and outside agencies and contractors.  Communicating routine information, which some may find contentious. Requires good interpersonal skills and the ability to respond to people in a confident and friendly manner in sometimes difficult situations. There may be barriers to communication when dealing with patients and members of the public because of a disability and where English is not their first language.  Supporting and assisting other car parking staff with the execution of their duties. |
| **2)**  **2** | Knowledge, training and experience **Understanding of a range of routine work procedures possibly outside immediate working area, which would require job training and a period of induction.**  Ability to learn and adhere to NHSG policies and procedures. Holds a valid drivers licence. Possesses good negotiation skills and good verbal and written communication skills. Would be desirable to have good knowledge of all relevant legislation, in particular the 1991 Road Traffic Act and 1984 Road Traffic Act Regulations where applicable.  Good knowledge of NHSG relevant sites and parking procedures. |
| **3)**  **2** | Analytical and judgemental skills **Judgements involving facts or situations, some of which require analysis.**  Ability to follow instructions given by senior members of staff. Optimise patrolling productivity and ensure that the team leader / administrator are made aware of any change to your designated area. Record additional data that may be required to prove breach or regulations and which would not be included in parking notices. Check and report on signs and markings to ensure that any parking notices issued are valid. Report suspected abandoned vehicle to team leader or administrator. Issue warnings or parking notices to offending vehicles where relevant under the NHSG guidelines for parking on NHSG sites. Contact the team leader or administrator if assistance is required e.g. if unsure if warning or fixed penalty applies. Monitor vehicles using permits or disabled badges to ensure validity etc. Report any suspicious activity to team leader / administrator and liaise as necessary with security team. Whilst conducting patrols remove any potential hazards observed such as litter, glass etc or when required report larger hazards to team leader or administrator. Ensure all access areas for fire, emergency vehicles, pedestrian etc are kept clear of obstructions at all times. When required provide traffic management assistance such as assisting with traffic direction during unexpected impacts on normal traffic flow. Assist with cordoning off areas or spaces as and when requested to the department. |
| **4)**  **1** | Planning and organisational skills **Organises own day to day work tasks or activities**  Provides a service for creating areas and diversions as and when required. |
| **5)**  **2** | Physical Skills **The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.**  Collect all associated equipment required for patrolling duties or barrier attendance including two way radios, hand held fine processing equipment. |
| **6)**  **2** | Responsibilities for patient/client care **Assists patients/clients/relatives during incidental contacts**  Be polite and friendly to all members of staff and the public assisting with any parking related issues they may have. During barrier attendance will be first point of contact to service users who may require assistance with parking or way finding. |
| **7)**  **1** | Responsibilities for policy and service development implementation **Follow policies in own role which are determined by others; no responsibility for service development, nut may be required to comment on policies, procedures or possible developments.**  Carry out duties adhering to all NHSG policies. Good knowledge of all relevant road traffic legislation. |
| **8)**  **1** | Responsibilities for financial and physical resources **Observes personal duty of care in relation to equipment and resources used in the course of work.**  Inspect all parking equipment to ensure it is safe and working and report any faults to the team leader or administrator |
| **9)**  **1** | Responsibilities for human resources **Provides advice or demonstrates own activities or workplace routines to new**  **or less experienced employees in own work area**  Assist other car parking staff in the execution of their duties as and when required |
| **10**  **1** | Responsibilities for information resources **Records personally generated information**  Record data in pocket books that may be required to prove breaches or that may be required at a later date. |
| **11**  **1** | Responsibilities for research and development **Undertakes surveys or audits, as necessary to own work**  Participate in ad hoc projects as required |
| **12**  **2** | **Freedom to act**  **Is guided by standard operating procedures, good practice, established precedents and understands what results or standards are to be achieved. Someone is generally available for reference and work may be checked on a sample / random basis.**  Carries out all duties whilst adhering to NHSG policies. Carry out any other duty as requested by team leader / administrator. |
| **13**  **3b** | Physical effort **There is a frequent requirement to exert light physical effort for several long periods during a shift.**  Walking or standing for most of the day, regular patrolling of a large hospital site. Carrying cones and other equipment across short distances, as part of a predictable routine. |
| **14**  **2a** | Mental effort **There is frequent requirement for concentration where the work pattern is predictable with few competing demands for attention**  Patrol site monitoring the status of vehicles and recording data accurately as required for a large part of every day as part of a predictable routine. |
| **15**  **2a** | Emotional effort **Occasional exposure to distressing or emotional circumstances**  Direct contact with patients, visitors and staff who are distressed, upset or angry. Emotional effort is required in order to remain calm and provide help in such situations. On occasion may have to deal with people who may become upset, angry or abusive. |
| **16**  **3b** | Working conditions **Occasional exposure to unpleasant working conditions.**  Ensure site access and traffic flow is managed at all times. Use enforcement measures when motor vehicles are found to be contravening NHSG parking rules and regulations. May be exposed to verbal aggression from service users. Will be exposed to hot and cold weather as climates dictate. Post holder work alone most of the day but with available contact with team leader or administrator at all times. |

**NHS GRAMPIAN**

**PERSON SPECIFICATION**

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| The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. Shortlisted candidates **MUST** possess all the essential components as detailed below. |

POST/GRADE Car Parking Attendant Band 2

LOCATION/HOSPITALS Aberdeen Royal Infirmary

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| **Criteria** | **Essential** | **Desirable** |
| **Personal Traits** | * Smart, clean & tidy appearance. * Polite & friendly manner. * Punctual and flexible. | * Professional demeanour with experience of dealing with challenging situations. |
| **Qualifications & Training**  Level of education, professional qualifications, training & learning programmes /courses. | * Educated to standard grade level or equivalent * Holds a current, valid UK manual driving licence with categories C1 & D1 |  |
| **Experience & Knowledge**  Type of experience, level at which experience gained. Depth & extent of knowledge. | * Experience in working with the public or previous NHS experience. * Good knowledge of UK road legislation. | * Sound awareness of health & safety issues. |
| **Skills & Abilities**  Range & level of skills, i.e. communication (oral, written, presentation), planning / organisation, numeracy, leadership etc. | * A good understanding of the all written and verbal tasks, to have the ability to assess risks and apply department policies or procedures. * Good communication skills. * Ability to record basic data and records and files. * Ability to work independently and as part of a team * Ability to follow instructions and adhere to timescales. | * Previous experience of dealing with challenging behaviours in a public facing role. |
| **Specific Job Requirements**  Environmental conditions, unsociable hours, car driver etc. | * Working in all weather, able to around site conducting patrols. * Clean and tidy appearance. |  |