

Job Title	Range <sup>1</sup>	Development Route	Duties	Level 2 Intermediate Apprenticeship	Level 3 Advanced Apprenticeship	Level 4 Higher Apprenticeship
<b>Parking Processing Apprentice</b>	Apprentice Grade	Internal Apprenticeship Programme	Support the work of the specialist service as an Apprentice	First year Salary: £12,348 per annum	First year Salary: £12,348 per annum	First year Salary: £12,348 per annum
				<p>Apprenticeships are a mixture of ‘on’ and ‘off’ the job learning. Apprentices will earn whilst they learn and gain practical and transferable skills throughout their apprenticeship.</p> <p>You will work within an apprenticeship framework detailing the qualifications needed to be completed, the key skills targets and any other requirements of the apprenticeship. Each framework will also include information on job roles, entry routes, length of the apprenticeships and career paths available upon completion.</p>		
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
<b>Parking Processing Appeals Officer</b>	Range 2	City & Guilds in Notice Processing Level 2	<p>See Job Profile for full duties. Main duties include:</p> <p>Respond to challenges/appeals against parking enforcement activity</p> <p>Process permit applications for residents and businesses in Medway.</p> <p>Assist with the smooth running of the parking processing team on a day to day basis.</p> <p>Be the first point of contact via telephone for customer in relation to parking enquires</p>	<p>Salary: £22,597</p> <p><b><u>Requirements at this level:</u></b></p> <p><b><u>Qualifications</u></b></p> <ul style="list-style-type: none"> <li>GCSE (or equivalent) grade 4-9 in English &amp; Maths</li> </ul> <p><b><u>Knowledge</u></b></p> <ul style="list-style-type: none"> <li>Knowledge and ability to deal with difficult and aggressive customers</li> </ul> <p><b><u>Experience</u></b></p> <ul style="list-style-type: none"> <li>Experience of dealing with written enquires from the public providing clear and concise responses</li> <li>Experience of providing a customer focused telephone advice to members of the public</li> </ul> <p><b><u>Skills</u></b></p> <ul style="list-style-type: none"> <li>Excellent IT skills with the ability to demonstrate the application of these within a work context</li> <li>Ability for precision in data entry</li> <li>Ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences.</li> </ul>	<p>Salary: £23,299</p> <p><b><u>Requirements at this level in addition to level 2A:</u></b></p> <p><b><u>Qualifications</u></b></p> <ul style="list-style-type: none"> <li>Evidence of qualification/training in Microsoft Office</li> <li>Working towards City &amp; Guilds in Notice Processing Level 2</li> </ul> <p><b><u>Knowledge</u></b></p> <ul style="list-style-type: none"> <li>Knowledge of the Legislation in relation to Parking Enforcement – Traffic Management Act 2004</li> <li>Evidence of capability of decision making based on a preset criteria</li> </ul> <p><b><u>Experience</u></b></p> <ul style="list-style-type: none"> <li>Ability to carry out a range of parking related tasks and understand the procedures associated with them, including permits, DVLA, charge certificates etc</li> <li>Experience of working within a busy customer service environment</li> </ul> <p><b><u>Skills</u></b></p>	<p>Salary: £24,000</p> <p><b><u>Requirements at this level in addition to level 2A and 2B:</u></b></p> <p><b><u>Qualifications</u></b></p> <ul style="list-style-type: none"> <li>City &amp; Guilds in Notice Processing Level 2.</li> </ul> <p><b><u>Knowledge</u></b></p> <ul style="list-style-type: none"> <li>Proven knowledge of the legislation in relation to Parking Enforcement – The Traffic Management Act 2004</li> </ul> <p><b><u>Experience</u></b></p> <ul style="list-style-type: none"> <li>Experience of skills to work alone making own decisions and meet deadlines without support</li> </ul> <p><b><u>Skills</u></b></p> <ul style="list-style-type: none"> <li>Ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, only referring to supervisor/line manager for unusual or difficult problems in a Parking environment</li> </ul>

<sup>1</sup> Salaries accurate for financial year 2024/2025

				<ul style="list-style-type: none"> <li>Ability to be polite and courteous when dealing with members of the public</li> <li>Ability to handle and process cash/documentation relating to financial amounts accurately up to £1,000</li> <li>Demonstrate ability of repetitive work tolerance</li> </ul>	<ul style="list-style-type: none"> <li>Ability to deal with some work-related pressure, for example from deadlines, interruptions or conflicting demands.</li> <li>Ability to explain straightforward tasks to others, when required relating to Parking</li> </ul>	<ul style="list-style-type: none"> <li>Ability to use own judgment and creativity to assess situations, solve problems and adapt to new ways of working in a Parking environment e.g. technological advancements</li> </ul>
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Parking Processing Senior	Range 3	ILM Level 3 in Leadership	<p>See Job Profile for full duties. Main duties include:</p> <p>To supervise and be accountable for the smooth running of the parking processing team on a day-to-day basis, creating an environment and structure that provides excellent customer service.</p> <p>To ensure duties and activities are carried out in accordance with legislation and council policies. To ensure the provision of an efficient and cost-effective service making a positive contribution to the community and to traffic management.</p>	Salary: £24,525	Salary: £26,897	Salary: £29,268
				<p><b>Requirements at this level:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>GCSE level 4-9 (or equivalent) in English &amp; Maths</li> <li>City &amp; Guilds or NVQ in Notice Processing Level 2</li> <li>Full Driving Licence</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Knowledge of parking legislation and associated parking policies, including the Traffic Management Act 2004.</li> <li>Knowledge of how a parking processing team operates, and their priorities</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Experience within a parking processing environment</li> <li>Previous experience of working in a local government setting in a position involving exposure to the public.</li> <li>Experience of providing a customer focused advice for members of the public</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Sound IT skills having the ability to manage in house database systems and spreadsheets and a good working knowledge of Word to improve efficiency</li> </ul>	<p><b>Requirements at this level in addition to level 3A:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Working towards Team leader or Management qualification, for example ILM Level 3 in Leadership</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Sound understanding of Health &amp; Safety at work</li> <li>Knowledge and ability to analyse problems/data and formulate effective solution</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Evidence of supervising staff and operating efficient and workable duty rotas</li> <li>Evidence of being assertive and able to deal appropriately and effectively with conflict</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Good analytical and decision-making skills, being able to analyse data, identifying areas of weakness and decide upon appropriate action</li> </ul>	<p><b>Requirements at this level in addition to level 3A and 3B:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Achieved Team leader or Management qualification, for example ILM Level 3 in Leadership</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Knowledge and ability to implement systems/procedures to achieve a more understandable result and streamline office processes</li> <li>Knowledge of project management within a Parking environment</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Evidence of leading and motivating teams in a highly pressurised environment and meeting deadlines</li> <li>Experience of liaison with external organisations to facilitate partnership working</li> <li>Demonstrate being highly motivated, very enthusiastic, displaying, initiative, drive and determination</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Evidence of project management and planning within a parking environment</li> <li>Ability to present facts verbally to groups using presentation aids as appropriate</li> <li>Ability to work in partnerships with other organisations</li> </ul>

				<ul style="list-style-type: none"> <li>Ability to remain calm and professional under pressure and remain customer focused.</li> <li>Ability to work accurately and keep detailed records</li> <li>Ability to prioritise and organise work effectively</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate commitment to providing a high quality service</li> <li>Demonstrate skills in managing people</li> </ul>	<ul style="list-style-type: none"> <li>Ability to show sensitivity to political issues and good judgement in handling potential conflicts through anticipating, rehearsing arguments and responding appropriately.</li> <li>Ability to work with minimum supervision with the ability to work on own initiative</li> </ul>
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
<b>Parking Processing Manager</b>	Range 5	NVQ or equivalent in Penalty Charge Notice Processing Level 2  Management qualification, for example ILM level 5	See Job Profile for full duties. Main duties include:  To be responsible for developing and managing efficient and effective processes for penalty charge recovery and permit issue, and ensuring that all representations, appeals, complaints and FOI's are processed in accordance with policy.  Understanding and responding to work volumes to ensure adequate staff cover arrangements and the provision of exceptional customer service.  Undertaking budget monitoring and management, including analysis of income and expenditure and the preparation of reports.  Undertaking performance monitoring and management, maintaining positive working relationships internally and externally and taking responsibility for staff development	Salary: £35,935	Salary: £38,775	Salary: £41,614
				<u><b>Requirements at this level:</b></u>  <u><b>Qualifications</b></u> <ul style="list-style-type: none"> <li>A minimum of 5 GCSE's (or equivalent) at grade 4-9 or above including English and Maths</li> <li>Team leader or Management qualification, for example ILM Level 3 in Leadership</li> <li>Full driving licence</li> </ul> <u><b>Knowledge</b></u> <ul style="list-style-type: none"> <li>Advanced theoretical, practical and procedural knowledge across a Parking Enforcement and Recovery area</li> </ul> <u><b>Experience</b></u> <ul style="list-style-type: none"> <li>Extensive experience (at least 18 months) working and managing a processing and administrative role in a local authority, public body or similar organisation</li> <li>Experience in practising the laws and regulations in regard to Civil Enforcement e.g., Traffic Management Act 2004.</li> </ul>	<u><b>Requirements at this level in addition to level 5A:</b></u>  <u><b>Qualifications</b></u> <ul style="list-style-type: none"> <li>Achieved NVQ or equivalent in Penalty Charge Notice Processing Level 2</li> <li>Working towards Management qualification, for example ILM level 5</li> </ul> <u><b>Knowledge</b></u> <ul style="list-style-type: none"> <li>Ability to demonstrate knowledge of parking legislation, local parking laws, and Parking Enforcement, keeping abreast of new practices, showing examples of this.</li> </ul> <u><b>Experience</b></u> <ul style="list-style-type: none"> <li>Experience of liaison with external organisations to facilitate partnership working, with experience of political awareness and sensitivity in a Parking environment</li> <li>Experience of having regular contact with members of the public, resident groups and elected members in regard to Parking which can at times place emotional demands on the job holder, providing evidence of this.</li> </ul>	<u><b>Requirements at this level in addition to level 5A and 5B:</b></u>  <u><b>Qualifications</b></u> <ul style="list-style-type: none"> <li>Achieved Management qualification, for example ILM level 5.</li> </ul> <u><b>Knowledge</b></u> <ul style="list-style-type: none"> <li>Knowledge and understanding of financial and project management processes, financial responsibility, and examples of managing a project from beginning to end in a Parking Environment.</li> <li>Contributes to the development of workforce plans and procedures within a parking environment.</li> <li>Knowledge of procurement processes and systems, and performance monitoring and evaluation,</li> </ul> <u><b>Experience</b></u> <ul style="list-style-type: none"> <li>Evidence of wider experience of working within other Parking environments demonstrated by covering for colleagues at a similar level.</li> <li>Experience of working with financial procedures and budget management</li> </ul>

				<u><b>Skills</b></u> <ul style="list-style-type: none"> <li>• Able to analyse and interpret varied and complex information or situations and provide performance analysis reports in a Parking environment, for example reporting on Penalty Charge Notice, permit and appeal income.</li> <li>• Demonstrate sound IT skills having the ability to manage in house database systems and spreadsheets to improve efficiency</li> <li>• Ability to undertake direct responsibility for the line management of others, with the ability to provide direction, empower people to achieve their objectives and take responsibility for team members' actions and errors.</li> <li>• Able to use analytical skills to interpret complex information and develop longer term solutions or plans that require a range of imaginative solutions and responses and the application of fresh and innovatory thinking, for example providing more online options for PCN and permit processing.</li> </ul>	<u><b>Skills</b></u> <ul style="list-style-type: none"> <li>• Developed communication skills with the ability to present complex and/or sensitive information in an understandable way, using a variety of methods across a range of audiences</li> <li>• Ability to work within recognised procedures and respond independently to problems where there are no recognised procedures and decisions have to be made without access to a manager in a Parking environment.</li> <li>• Ability to undertake some tasks or duties which have a considerable direct impact on individuals or groups of people by impacting directly on their health and safety or well-being, for example managing a Bailiff/Enforcement contract</li> <li>• Ability to provide advice and guidance on internal procedures</li> <li>• Ability to deal with a high level of work-related pressure, from deadlines, interruptions and conflicting demands</li> </ul>	<p>within a Parking environment and providing evidence, for example evidence of managing a budget within your service.</p> <ul style="list-style-type: none"> <li>• Deals with poor performance/conduct/attendance issued and employee grievances and concerns, appropriately for wider services.</li> <li>• Evidence of experience of working in a local government setting in a position involving exposure to the public and regular contact with senior officers, providing evidence of this.</li> </ul> <p><u><b>Skills</b></u></p> <ul style="list-style-type: none"> <li>• Ability to have direct responsibility for financial resources, involving accounting for large sums of money, in the form of cash, cheques, direct debits, invoices or equivalent.</li> <li>• Ability to be accountable for considerable sums of money, where care and accuracy are important, and show evidence of this within a Parking environment.</li> <li>• Demonstrable ability to being accountable for expenditures from an agreed budget or equivalent income in a Parking environment.</li> <li>• Ability to progress a series of activities within recognised guidelines making frequent decisions without ready access to more senior officers except for advice on policy or resource issues</li> </ul>
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Parking Business Manager	Range 7	Professional qualification	<p>See Job Profile for full duties. Main duties include:</p> <p>Oversee the management of day-to-day operational functions for on-street and off-street parking provision including civil parking and moving traffic enforcement and the monitoring of income and expenditure</p>	Salary: £45,920	Salary: £48,179	Salary: £50,437
				<u><b>Requirements at this level:</b></u> <p><u><b>Qualifications:</b></u></p> <ul style="list-style-type: none"> <li>• Degree level or extensive experience in parking management</li> </ul>	<u><b>Requirements at this level in addition to level 7A:</b></u> <p><u><b>Qualifications:</b></u></p> <ul style="list-style-type: none"> <li>• Recent (within three years) evidence of formal training and development in leadership, parking management and enforcement</li> </ul>	<u><b>Requirements at this level in addition to level 7A and 7B:</b></u> <p><u><b>Qualifications:</b></u></p> <ul style="list-style-type: none"> <li>• Post graduate course or other qualification related to transport or parking or 10 years' direct experience in parking management and enforcement</li> </ul>

			<p>Manage the development and delivery of the Council's strategic plans and policies in relation to parking, working within the relevant legislation to ensure the Council's compliance.</p>	<p><b><u>Knowledge:</u></b></p> <ul style="list-style-type: none"> <li>Advanced theoretical, practical, and procedural knowledge of parking enforcement and management</li> <li>Knowledge and understanding of financial and project management processes</li> </ul> <p><b><u>Experience:</u></b></p> <ul style="list-style-type: none"> <li>Experience of financial budgetary control systems and techniques and managing revenue and capital budgets</li> <li>Experience of leading and managing a team or teams and monitoring performance and completion of internal training and development related to line management</li> </ul> <p><b><u>Skills:</u></b></p> <ul style="list-style-type: none"> <li>highly developed oral and written communication skills</li> <li>Well-developed data interpretation, analytical, planning and benchmarking skills</li> </ul>	<p><b><u>Knowledge:</u></b></p> <ul style="list-style-type: none"> <li>Knowledge and experience of procurement processes and systems, contract management and performance monitoring and evaluation</li> </ul> <p><b><u>Experience:</u></b></p> <ul style="list-style-type: none"> <li>Experience of regular contact with chief/senior local government officers, elected members, and government officials, building and maintaining productive relationships and providing advice both informally and as part of public Council meetings</li> <li>Experience of procurement processes and contract management</li> </ul> <p><b><u>Skills:</u></b></p> <ul style="list-style-type: none"> <li>Developed project management skills and experience of delivering projects and working in partnership with other agencies and stakeholders</li> <li>Ability to contribute to budget setting or negotiating savings and efficiencies in contracted services</li> </ul>	<p>for a local authority and Membership of a relevant professional institute.</p> <ul style="list-style-type: none"> <li>Leadership/management qualification, for example ILM5</li> <li>Evidence of formal training and development in project management</li> </ul> <p><b><u>Knowledge:</u></b></p> <ul style="list-style-type: none"> <li>Good knowledge of parking strategy business case development and economic appraisal techniques</li> </ul> <p><b><u>Experience:</u></b></p> <ul style="list-style-type: none"> <li>Experience of writing or contributing to the development of transport or parking strategies and business cases including economic appraisal techniques.</li> <li>Experience in the development of processes, systems, and use of technology to drive efficiencies</li> <li>Experience of ensuring that continuous improvement is maintained within the Service area</li> </ul> <p><b><u>Skills:</u></b></p> <ul style="list-style-type: none"> <li>Ability to deputise for the next level of management at officer level and at public Council meetings</li> <li>Ability to actively encourage and support creative and innovative thinking to deliver continual improvement</li> <li>Collaboration with others to ensure resources are used flexibly across service areas</li> </ul>
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