Job Title	Range[1]	Entry	Development Route	Duties	Level 2 Intermediate Apprenticeship	Level 3 Advanced Apprenticeship	Level 4 Higher Apprenticeship
Parking Enforcement Apprentice	Apprentice Grade	• 4 GCSEs Grade 4 or above (including Maths and English)	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
					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. 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.		

Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Civil Enforcement Officer	Range 2	Full Driving Licence GCSE's (grade 4-9) in English & Maths	Level 2 Award in Parking Enforcement – Civil Enforcement Officers (City & Guilds)	Working within the Parking Services team, you will be a front-line operative for the Council assisting members of the public with information, offering advice and guidance on parking restrictions. Ensuring correct use of both off-street and on-street parking spaces, in accordance with the relevant Parking laws and Traffic Management Act 2004. You will be required to issue Penalty Charge Notices to vehicles parking in contravention of the parking regulations, which may incur some negative verbal interaction. Written reports will need to be completed by the post holder recording details of any incidents.	Salary: £22,597	Salary: £23,299	Salary: £24,000
					<u>Requirements at this level:</u> **<u>Qualifications</u>** • Full UK Driving Licence **<u>Knowledge</u>** • General Knowledge of the Highway Code **<u>Experience</u>** • At least 2 years customer service experience • Experience of dealing with difficult customers in a courteous and helpful way. • Experience of working in a pressured environment **<u>Skills</u>** • Proficient in the use of Microsoft Word, Excel, and Outlook • Ability to use own judgement and creativity to assess situations, solve	**<u>Requirements at this level in addition to level 2A:</u>** **<u>Qualifications</u>** • Good standard of general education to GCSE level (Grade 4-9) in English and Maths **<u>Knowledge</u>** • A strong understanding of local parking bylaws **<u>Experience</u>** • Experience of lone working in a workplace environment **<u>Skills</u>** • Ability to explain straightforward tasks to others, where required. • Ability to deal with some work-related pressure, for example from deadlines, interruptions, or conflicting demands.	**<u>Requirements at this level in addition to level 2A and 2B:</u>** **<u>Qualifications</u>** • Level 2 Award in Parking Enforcement – Civil Enforcement Officers (City & Guilds) **<u>Knowledge</u>** • Knowledge of legislation in relation to Parking Enforcement Traffic Management Act 2004 **<u>Experience</u>** • Experience of using specific Parking equipment competently • Extensive experience of 3 years working within a Parking Enforcement environment **<u>Skills</u>** • Ability to confidently carry out tasks and/or advise on internal procedures, -which impact on the health and well-being of people.

[1] Salary prediction for financial year 2024/2025

					straightforward problems and adapts to new ways of working. • Ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences. • Demonstrate skills using basic technology proficiency to use tools such as handheld devices, licence plate scanners, and parking equipment.		
Job Title	**Range**	**Entry**	**Development Route**	**Duties**	**Level A (Developing)**	**Level B (Practising)**	**Level C (Accomplished/Expert)**
Parking Enforcement Supervisor	Range 3	Full UK Driving Licence GCSE level (Grade 4-9) including English and Maths Level 2 Award in Parking Enforcement – Civil Enforcement Officers (City & Guilds)	NVQ or equivalent in Team leading/Supervising (ILM Level 3)	To supervise day-to-day operation and maintenance of the post holders service area and directly supervise the CEOs on a day-to-day basis providing support and leadership, ensuring the CEOs are working in a safe and effective working environment. To assist in the supervision of the parking enforcement team ensuring 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.	Salary: £24,525 **<u>Requirements at this level:</u>** **<u>Qualifications</u>** • Full UK Driving Licence • GCSE level (Grade 4-9) including English and Maths **<u>Knowledge</u>** • Good Knowledge of the Highway Code • A strong understanding of local parking bylaws in Medway • Knowledge of the Legislation in relation to Parking Enforcement Traffic Management 2004 **<u>Experience</u>** • At least 2 years of customer service experience • Experience of dealing with difficult customers in a courteous and helpful way • Experience of working in a pressured environment • Experience of working in a Parking Enforcement environment at least 2 years. **<u>Skills</u>** • Extensive skills and use of databases	Salary: £26,897 **<u>Requirements at this level in addition to level 3A:</u>** **<u>Qualifications</u>** • City & Guilds qualified or equivalent in parking enforcement. **<u>Knowledge</u>** • General knowledge of Traffic Regulation Orders, lines, and signs **<u>Experience</u>** • Experience of supervising others, with the ability to provide direction, empower people to achieve objectives and take responsibility for team members actions and errors. • Experience in producing statistics and reports for monitoring purposes. **<u>Skills</u>** • Ability to use written and oral communication skills to confidently present varied information in an understandable way to a range of	Salary: £29,268 **<u>Requirements at this level in addition to level 3A and 3B:</u>** **<u>Qualifications</u>** • NVQ or equivalent in Team leading/Supervising (e.g. ILM Level 3) **<u>Knowledge</u>** • Good knowledge of the Traffic Management Act 2004, part 6 relating to Parking Enforcement **<u>Experience</u>** • Experience in carrying out 1-2-1's and regular appraisals. • Evidence of covering for the Parking Enforcement Manager **<u>Skills</u>** • Ability to present facts verbally to groups using presentation aids as appropriate. • Show sensitivity to political issues and good judgement in handling potential conflicts through anticipating,

					• Ability to manage time effectively, planning own workload and setting appropriate objectives and deadlines. • Ability to work alone as well as in a team environment. • Ability to work accurately and keep detailed records.	audiences at a higher officer level such a Range 5 and above. • Ability to deal with emergency situations with a calm and diplomatic manner at all times. • Able to work in partnerships with other organisations.	rehearing arguments and responding appropriately. • Ability to be flexible and undertake a varied workload, as needs dictate.
Job Title	**Range**	**Entry**	**Development Route**	**Duties**	**Level A (Developing)**	**Level B (Practising)**	**Level C (Accomplished/Expert)**
Project & Finance Technician	Range 3	GCSE Level (grade 4-9) or equivalent in English and Maths	Evidence of a qualification or certified training relating to the provision of finance support	To provide support to the Parking Manger and Parking Enforcement & Maintenance Manager on financial related issues to ensure that all relevant deadlines and timescales are met. To ensure that an effective, efficient, and high quality of customer care is provided to members of the public. To provide day-to-day administrative support for the enforcement and maintenance team, including, complaints, FOI/SAR requests, the collation and management of data, documents, and information to assist colleagues in the delivery of the overall parking service. To act as a first point of contact for all customer enquiries, giving assistance where possible and ensuring sufficient and accurate information is provided.	Salary: £24,525 **<u>Requirements at this level:</u>** **<u>Qualifications</u>** • GCSE Level (grade 4-9) (or equivalent) in English and Maths **<u>Knowledge</u>** • Knowledge of practical and procedural administrative duties required for project and service support activities. **<u>Experience</u>** • Experience of providing administrative support for the delivery of service activities, projects and / or project groups • Experience of using general IT packages and systems for the provision of administrative and project support duties, such as Microsoft Office programmes and in house software **<u>Skills</u>** • Competent user of standard ICT packages (i.e. Word, Excel, Outlook, and PowerPoint) with the ability to demonstrate the application of these systems within a project support context. • Ability to work within recognised procedures which leave some room for initiative, including lone	Salary: £26,897 **<u>Requirements at this level in addition to level 3A:</u>** **<u>Qualifications</u>** • Evidence of a qualification or certified training relating to project support or project management **<u>Knowledge</u>** • Demonstrate knowledge of financial systems, and the processing of financial transactions **<u>Experience</u>** • Experience of supporting procurement processes, performance monitoring • Experience of internal finance systems and processes. • Experience of working within a busy and high-pressured environment **<u>Skills</u>** • Ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences including other staff and customers. • Ability to use judgemental, analytical, or creative and developmental skills to interpret information and to solve	Salary: £29,268 **<u>Requirements at this level in addition to level 3A and 3B:</u>** **<u>Qualifications</u>** • Evidence of a qualification or certified training relating to the provision of finance support **<u>Knowledge</u>** • Knowledge of parking legislation and associated polices. • Ability to demonstrate practical and procedural knowledge across a Parking Services area. **<u>Experience</u>** • Finance experience within a parking services environment for a minimum of 2 years. • Experience of providing project support for transport schemes or projects. **<u>Skills</u>** • Ability to have some direct responsibility for financial resources, involving accounting for large sums of money, in the form of cash, cheques, direct debits, invoices or equivalent. • Ability to progress a series of activities within recognised guidelines making frequent decisions without ready

					working, responding independently to unexpected problems and situations, and only referring to a supervisor/manager for unusual or difficult problems. • Ability to undertake repeated manual calculation, other work with figures, and document checking. • Can demonstrate dexterity, co-ordination, or sensory skills, where there is some demand for precision in the use of these skills, for example providing reports of parking data. • Accountable for small expenditures (up to £10,000 each) from an agreed budge or income.	problems and develop solutions over the short term. • Ability to provide general information and guidance on established internal procedures in relation to finance. • Ability to utilise internal finance systems, communications management systems, and performance monitoring system.	access to more senior officers except for advice on policy or resource issues.