

MOBILE PATROL OPERATIVE OPERATIONS

1. Job details

Reports to: Area Team Leader

Location: Nationwide

Department: Operations

Essential Requirements: Full UK Driving Licence / Proof of Business Insurance / RTW

Working Hours: 40 hours per week over 5 days. Shifts to be confirmed at interview

Salary Expectations: Up to £11.05ph, plus bonus. Combined OTE of up to £50k per annum

2. Job Purpose

To be responsible for issuing Parking Charge Notices to vehicles that do not comply with on-site parking regulations. The role will involve working outdoors across various car parks in your designated area. Due to the nature of the role, there will be a large amount of face to face interaction with members of the public.

3. Primary Duties & Areas of Responsibility

- To provide exceptional customer service to our clients and the users of their car parks
- To consistently achieve against KPI's
- To work collaboratively with your team to ensure best practise is shared
- To efficiently plan routes with the use of navigation apps and knowledge of the region
- To patrol car parks in your designated area
- To issue Parking Charge Notices to offending vehicles as per site specifications
- To work with members of the public in a professional manner, even in confrontational situations
- To promptly report any health and safety issues that arise in line with company policy
- To maintain an up to date knowledge of industry standards and display these through your work

4. Communication & Key Working Relationships

- Members of the public
- Warden Operations team
- External clients
- Service Delivery department
- Sales team

5. Special Working Conditions

The postholder will be required to travel extensively and in all weathers. On occasion, the postholder may be required to travel outside of their designated area to support the needs of the business.

6. Person Specification – Essential Skills

- Ability to work independently and with a high degree of autonomy
- Ability to work well under pressure and adapt quickly to changing circumstances
- Ability to remain professional in difficult situations
- Positive attitude towards their work