

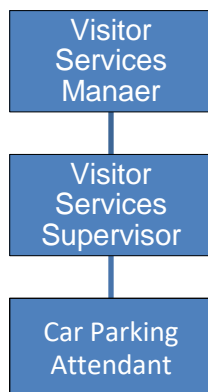
# Job Description: Helpdesk Operative

Function:	Health And Care
Job:	Car Park Attendant
Position:	Communications
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Visitor Services Manager
Additional reporting line to:	Deputy Business Director Business Director
Position location:	Ipswich Hospital

## 1. Purpose of the Job – State concisely the aim of the job.

- To provide the Trust with a professional and high quality, safe and reliable car parking service.
- To assist in the management, coordination, and monitoring of traffic within the estate
- Support with the emptying and removal of cash from machines on site.
- A pro-active approach to parking infringements, with a compassionate of supportive first line response to non-compliance.

## 2. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



**3. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- **Amending the Job Description** - It is expected that as the organisation develops and changes, it may be necessary to vary the tasks and/or the responsibilities of the post holder. This will be done in consultation with the post holder.
- **Confidentiality** - The post holder must at all times maintain a complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must, under no circumstances, be divulged or passed on to any unauthorised person or persons. The post holder must respect patient named confidentiality in keeping with "Caldicott principles".
- **Data Protection** - The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.
- **Policies and Procedures** - The post holder will be required to comply with all statutory legislation, Sodexo Health and care, and Trust Policies and Procedures.
- **Non Smoking Policy** - The Colchester Hospital site is a smoking free site, within the entire hospital building and grounds. All staff are required to fully comply with this policy.
- **Training** - The post holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness. This includes a requirement to undertake training on and off site.
- **General** - The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As the service develops, the requirements of the job will change and the post holder is expected to adapt to these changes.
- **Health & Safety** - Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for the other employees and visitors.
- **Equal Opportunities Policy** - The Trust operates in a multi-ethnic area. All members of staff are expected to take into account equalities in all areas of work. All employees are expected to abide by the Trust's equal opportunities policy.

**4. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- To carry out regular and ad-hoc patrols externally within the hospital car parks
- To be alert and diligent to any potential security risk, and alert staff to any such risk
- Liaise with Trust personnel, police, fire and other emergency services as appropriate
- Provide information and assistance to the Trust's patients, staff and visitors
- Report any defects/issues including potential fire hazards on site and/or rectify as appropriate
- To work effectively as a lone attendant
- To provide a service that will protect, advise, investigate and take action to create and maintain a safe, secure environment for patients, public and staff at all times
- To protect the wellbeing of all persons on site, protect property and premises, prevent crime and loss and take actions in accordance with Trust policies, procedures and training
- To respond to all car park alerts
- To greet, assist and direct patients, relatives and staff in a courteous, helpful and professional manner at all times
- To assist and direct drivers to car parking spaces within the Hospital site
- To patrol all car parks regularly within the Hospital ensuring that the Trust Car Parking Policy is applied
- To issue infringement notices to staff, patients and public who contravene the Car Parking Policy or where vehicles are causing an obstruction or are blocking emergency access routes
- To assist with the emptying of cash from machines on a weekly basis in accordance with Trust cash handling procedures, assisting with parking fee collection, counting and distribution
- To check that pay on foot machines are functioning correctly, reporting faults to the Travel Plan Co-Ordinator
- To check, maintain & clean the pay on foot machines
- To carry out car park closures including the coning off of spaces
- Any other duties that may be required from time to time in the operation of the department service and to have a totally flexible approach to the department duties including shift patterns and location
- To maintain a clean, smart appearance, wearing uniform, personal protective clothing and ID badge supplied at all times whilst on duty

- To ensure that the car parking vehicle is fully charged, clean and maintained, reporting any issues to Transport team leader.

**5. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- To patrol all car parks regularly within the Hospital ensuring that the Trust Car Parking Policy is applied
- To carry out car park closures including the coning off of spaces
- To check that pay on foot machines are functioning correctly, reporting faults to the Travel Plan Co-Ordinator
- To issue infringement notices to staff, patients and public who contravene the Car Parking Policy or where vehicles are causing an obstruction or are blocking emergency access routes

**6. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

**Essential:**

- **Education/Qualifications** - Good general standard of education and Health & Safety Passport.
- **Skills/Abilities** - Flexible working practice must be able to work a flexible shift pattern and overtime as required. Ability to cope within a highly productive and sometimes stressful environment. Good written skills, with ability to communicate clearly and effectively in English language. Good numerical skills. Confidence to communicate effectively with a wide range of people from general public to Senior Managers.
- **Experience** - Demonstrable customer service skills.  
**Desirable Experience** - Two years' experience in a similar role. Previous Healthcare experience.
- **Personal Qualities** - Smart, clean and well presented. Team worker, practical with a common sense approach, friendly, considerate, approachable and reassuring, Honest & Patient.

**7. Competencies** – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	Employee Engagement

**8. Management Approval** – To be completed by document owner

Version	1	Date	01/05 /2025
Document Owner			