

## Department of Estates & Facilities Management

### Job Title: Parking & Data Administrator

Job Ref: REQ221084

| General Details       |  |
|-----------------------|--|
| Job Title:            | Parking & Data Administrator   |
| Professional Service: | Estates and Facilities Management  |
| Location              | Loughborough University  |
| Tenure:               | Open ended   |
| Hours/FTE             | 18.5 hours per week  |
| Grade/Salary          | Administrative Services Grade 4 £21,135-£24,871 pro rata per annum. In exceptional circumstances and on a discretionary basis this may rise to £27,924 |
| Holiday               | 145 hours inclusive of 8 Bank holidays and 6 University closure days   |
| Pension               | Automatic enrolment into the Local Government Pension Scheme with an employer's contribution of 21%  |

| Job Purpose  |
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| <p>To work within the Data Team reporting to the Data Co-ordinator. To respond to queries in relation to parking on and off campus and to process parking permits to staff, students, tenants, and visitors using the PermiT system. To process parking enforcement letters in accordance with the Universities traffic code and relevant university ordinances.</p> <p>In addition, to provide administrative support for the maintenance of asset records and the scheduling of Planned and Preventative Maintenance processes within the department, through the use of various corporate information systems including Archibus.</p> |

| Management & Supervision |                    |
|--------------------------|--------------------|
| Reporting to:            | Data Co-ordinator. |

| Responsibilities  |
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| <p><b>Job Duties</b></p> <p><b>Parking</b></p> <ul style="list-style-type: none"> <li>To act as the initial point of contact for parking enquiries, providing professional and knowledgeable advice and support for enquiries received by phone, on email or in person; escalating complex queries to the Data Co-ordinator where this is appropriate.</li> <li>To take receipt of and process routine applications for parking for a range of stakeholders including the co-ordination of payments and invoicing, and to issue permits in a timely and efficient manner.</li> <li>To take responsibility for the preparation and dispatch of parking enforcement notices where traffic code offences have occurred.</li> <li>To be responsible for the efficient maintenance of stock levels of specialist stationary within the team, re-ordering ahead of time and in advance of peak periods in the parking calendar</li> </ul> |

- To provide proactive support to the Data Coordinator in the regular review of processes relating to the parking enforcement area of work; to also provide independent opinion in the review of processes throughout the team and in the wider department.
- To provide appropriate data and reports upon request to relevant individuals or teams.

#### Assets

- To locate and transfer data between various external data portals and Excel registers for the department's assets. To liaise with external contacts regarding missing information, collecting, and loading new information, amending existing records, and archiving old information in line with established GDPR policy. To undertake a detailed data cleanse exercise at regular intervals to ensure that the CAFM system (Archibus) is correctly populated, and that Contractors have followed the schedule of work forecast for their contract.
- To take receipt of updated asset tagging information, cross checking reference numbers with labels issued; identify and investigate duplicate records and inaccurate asset information with the relevant individual or team and rectify the asset records appropriately.
- To provide administrative support for the transfer of historical data into Archibus to ensure that data is available for the statutory record period.
- To develop a working knowledge of the scheduling of planned and preventative maintenance activities and provide advice and support for colleagues in other Teams.

#### Other

- To participate fully in the University Performance and Development Review process, engaging with training and development as agreed with the Data & Information Co-ordinator
- To ensure compliance with relevant University policies and procedures.
- To carry out additional duties as requested by the Data & Information Co-ordinator

### Professional Development

Loughborough University supports the professional development of colleagues and encourages continuous professional development to ensure professional skills and knowledge are maintained.

### Conditions of Service

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, where operational needs allow, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

### Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others, and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

### Organisational Responsibility

The role holder will report directly to the Data & Information Coordinator

### Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

| Essential Criteria   |  |       |
|----------------------|--|-------|
| Area                 | Criteria   | Stage |
| Experience           | Previous relevant experience of working in a customer focused office environment.                      | 1,3   |
|                      | Experience of applying regulatory information  | 1,3   |
|                      | Experience of establishing and maintaining accurate electronic records.                                | 1,3   |
|                      | Experience of working individually and as part of a team.  | 1,3   |
|                      | Experience of working with complex databases   | 1,3   |
| Skills and Abilities | Excellent communicator and Team Player   | 1     |
|                      | Flexible and willing to adapt to a changing work environment.  | 1,3   |
|                      | Excellent organisational skills with the ability to produce accurate work within prescribed deadlines. | 1,3   |

|                |  |     |
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|                | Able to work independently with minimal supervision.                                   | 1,3 |
|                | Able to deal with a variety of people in a professional manner.                        | 1,3 |
|                | Able to work with excellent attention to detail.                                       | 1,3 |
|                | Able to maintain confidentiality.  | 1,3 |
|                | Excellent practical IT skills including Microsoft Office and Outlook diary management. | 1,3 |
| Training       | Demonstrate evidence of having undertaken further training.                            | 1,3 |
|                | Adopt new procedures as and when required.   | 1,3 |
| Qualifications | A level education or equivalent.   | 1   |
|                | GCSE Grade C or equivalent in English and Mathematics.                                 | 1   |

| Desirable Criteria   |  |       |
|----------------------|--|-------|
| Area                 | Criteria   | Stage |
| Experience           | Experience of working in a Higher Education setting, preferably in a facilities/estates role | 1,3   |
|                      | Experience of Loughborough University administrative procedures.                             | 1,3   |
|                      | Experience of the Archibus system  | 1,3   |
|                      | Experience of using ParkIT   |       |
| Skills and abilities | Understanding and knowledge of relevant compliance legislation.                              | 1,3   |
|                      | Ability to produce accurate meeting minutes  | 1,3   |