



Hampshire Hospitals  
NHS Foundation Trust

# Application & Recruitment Pack



**LIFE CHANGING  
CHANGING LIVES**

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# *Welcome from* *Chief Executive Officer* Alex Whitfield



Dear Candidate,

Thank you for your interest in this post and for taking time to read this information pack. We hope this exciting and rewarding role catches your imagination and you are encouraged to apply and contribute to providing outstanding care for the people of Hampshire.

Our vision is to provide outstanding care for every patient. Patient care is at the heart of what we do at our three sites Basingstoke and North Hampshire Hospital, Royal Hampshire County Hospital in Winchester and Andover War Memorial Hospital. Hampshire Hospitals NHS Foundation Trust provides medical and surgical services to a population of approximately 600,000 across Hampshire and parts of West Berkshire.

We provide specialist services to people across the UK and internationally. We are one of only two centres in the UK treating pseudomyxoma peritonei (a rare form of abdominal cancer) and we are leaders in the field of tertiary liver cancer and colorectal cancer.

The trust employs over 8,600 staff and has a turnover of over £450 million a year. As a Foundation Trust, we are directly accountable to our members through the governors. The Council of Governors represent the interests of their constituencies and influence the future plans of the Foundation Trust.

We expect the post holder to uphold the trust's CARE values:

**COMPASSION** caring about our patients and our staff

**ACCOUNTABLE** and responsible, always improving

**RESPECT** for all colleagues, patients and their families

**ENCOURAGING** and challenging each other to always do our best

We are really excited to hear from you and look forward to receiving your application.

Yours sincerely



Alex Whitfield, chief executive

# Job Description

<b>JOB DESCRIPTION</b>	
<b>Job Title:</b>	Parking Officer
<b>Department:</b>	Facilities, Parking Services
<b>Division:</b>	Corporate
<b>Salary Band:</b>	Band 2 (Subject to banding)
<b>Reports To:</b>	Transport and Parking Lead
<b>Accountable To:</b>	Transport and Support Services Manager
<b>Location:</b>	All HHFT sites – As directed by manager
<b>JOB SUMMARY</b>	
<p>The post holder will work as part of the Parking team.</p> <p>The post holder will be asked to work flexibly to facilitate the smooth and efficient operation of the car parking services, providing face-to-face support to patients, visitors, and staff to ensure the effective use of parking provision.</p> <p>The post holder will help to minimise inappropriate parking and enhance road safety by identifying errant vehicles and where required issuing warning notices and Notice of Parking Charges.</p> <p>The post holder will support HHFT Portering and security services if required as directed by their manager.</p>	
<b>KEY RESULT AREAS/RESPONSIBILITIES</b>	
<ul style="list-style-type: none"> <li>• To provide help and support to visitors and staff using the car parking facilities</li> <li>• To respond to technical problems with car parking machines e.g., clearing jams and replacing receipt rolls</li> <li>• To identify vehicles inappropriately parked and to undertake parking enforcement, where required issuing warning and/or charge notices</li> <li>• To help maintain the car parks, ensuring they are kept clean and tidy</li> <li>• To place cones / signs where required to take out of use parking spaces or to direct traffic</li> <li>• To report and record incidents which occur in the car park area using the Datix reporting tool where required</li> <li>• Liaise with the parking administration team</li> <li>• To provide any other duties appropriate to the band and role which include assistance to other facilities services such as Portering and Security when a need arises as directed by their manager.</li> </ul>	

#### **CUSTOMER CARE FOR PATIENTS AND/OR SERVICE USERS**

- The post holder will need to develop and maintain working relationships with a range of individuals including patients, visitors and staff who will at times be distressed.
- The post holder will act as an ambassador for the Trust providing customer care / service to patients, visitors and staff in the car park and other public areas assisting them with parking queries.

<b>COMMUNICATION</b>
<ul style="list-style-type: none"> <li>To keep and maintain appropriate records in relationship to Warning Notices and Parking Charge Notices</li> <li>To liaise with the Support Services Administrative team, providing details of any problems with the parking systems or parked vehicles</li> </ul>
<b>PLANNING AND ORGANISATION</b>
<ul style="list-style-type: none"> <li>Manage own time and ensure that routine tasks are completed as required</li> </ul>
<b>BUDGETARY AND RESOURCE MANAGEMENT</b>
<ul style="list-style-type: none"> <li>To undertake the emptying of pay and display and/or payment machines</li> <li>Assist in stock control identifying where stores are running low</li> <li>To take appropriate care of trust assets including (but not limited to) vehicles, car parking infrastructure, parking enforcement machines</li> </ul>
<b>TEACHING, TRAINING AND RESEARCH RESPONSIBILITIES</b>
<ul style="list-style-type: none"> <li>Maintain mandatory training at the appropriate level required by the trust</li> <li>To provide basic training / support to new members of parking staff or security staff so that they can safely operate the car parking equipment when there is no car parking attendants present</li> </ul>
<b>TRUST VALUES</b>
<p>Our values help us in what we do and how we do it. It is important that you understand and use these values throughout your employment with the Trust to define and develop our culture.</p> <p>The post holder will be:-</p> <ul style="list-style-type: none"> <li><b>Compassionate, caring about our patients.</b></li> <li><b>Accountable and responsible, always looking to improve.</b></li> <li><b>Respectful for all and show integrity in everything.</b></li> <li><b>Encouraging and challenging each other to always do our best.</b></li> </ul>
<b>ADDITIONAL INFORMATION</b>
<p>This job description is designed to assist post holders with understanding what is expected of them in their role. Hampshire Hospitals NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.</p> <p>The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.</p> <p>All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.</p> <p>Appendix A to this Job Description and Person Specification details key information you should be aware of. It's a requirement of this post that the Post Holder maintains an appropriate licence for the class of vehicles to be driven.</p>

**ORGANISATION STRUCTURE**



<b>PERSON SPECIFICATION</b>	
<b>Parking Officer</b>	
<b>Training &amp; Qualifications</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Driving Licence with class B (car) held for at least 1 year</li> <li>• Able to demonstrate numeracy and literacy to entry level</li> <li>• Hold, or be prepared to undertake NVQ level in customer care or similar subject</li> <li>• Hold certification in, or be prepared to undertake conflict resolution training to level 2</li> </ul>	<ul style="list-style-type: none"> <li>• Level 2 Parking Enforcement Officer training</li> </ul>
<b>Experience &amp; Knowledge</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Able to work alone or as part of a team</li> <li>• Experience working with the public</li> </ul>	<ul style="list-style-type: none"> <li>• Experience undertaking enforcement activity</li> <li>• Experience of working in a car parking environment</li> <li>• Knowledge and understanding of data protection</li> <li>• Awareness of the components of effective customer service in parking enforcement activities</li> </ul>
<b>Skills &amp; Ability</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Effective verbal, written and inter-personal communication skills</li> <li>• Experience dealing in difficult / confrontational situations</li> <li>• Ability to stay calm and work under pressure or traumatic situations when exposed to aggressive reactions</li> <li>• Able to problem solve using own initiative</li> <li>• Able to provide basic written reports where required</li> <li>• IT Literate / able to use computer / tablet</li> </ul>	

<b>Other Specific Requirements</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"><li>• Well-presented and positive attitude</li><li>• Self-motivated and assertive</li><li>• Able to be resilient to challenging situations</li><li>• Prepared to use technology including body-worn cameras if required</li><li>• Ability to act diplomatically and with discretion always maintaining confidentiality</li><li>• Flexible and adaptable to changing situations</li><li>• Prepared to work outside “normal” office hours including evenings and weekends when required</li></ul>	

**Post holders’ signature:** ..... **Date:** .....

**Managers’ signature:** ..... **Date:** .....

## APPENDIX A

### ADDITIONAL INFORMATION APPLICABLE TO ALL POSTS

#### **Confidentiality**

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use such information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal.

These obligations are in line with common law duty, the Caldicott principles on patient data, the Data Protection Act, the Freedom of Information Act and other legislation which apply both during employment and after the termination of employment.

#### **Equality and Diversity**

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

#### **Quality & Safety**

Patient, service/facility user and staff safety is paramount at Hampshire Hospitals NHS Foundation Trust. The post holder will promote a just and open culture to reporting of incidents and adverse events. To ensure the practice of self and others is at all times compliant with both the safeguarding children's policy and guidance and vulnerable adult's policy.

The post holder should be aware of current health and safety policies of the Trust. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

#### **Vetting & Barring Scheme**

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offense for someone Barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone Barred from working with vulnerable adults or children are liable for prosecution.

#### **Infection Control**

To ensure the practice of self and others is at all times compliant with infection control policy and procedures. Hand hygiene must be performed before and after contact with patients and their

environment.

**Governance and Risk**

Adhere to all Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

**Duty of Candour**

The post holder is also required to ensure compliance with the statutory 'duty of candour'. This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

**Safeguarding**

Employees must at all times treat all patients with dignity and respect and ensure that vulnerable adults and children are safeguarded from abuse and neglect within the provisions of the Trust's Policies.

**Training & Personal Development – Continuous Professional Development**

There is a requirement for all Trust Employees to take part in the annual appraisal process; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students / trainees and other learners in practice.

**Sustainability and Carbon Reduction**

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.