

Job description - Parking coordinator (PB6a)

Job summary

Forestry England is part of the Forestry Commission. We look after more land and more trees than any other organisation in the country, shaping landscapes for people, wildlife and timber. It's a job that never stops growing. We are the biggest provider of outdoor recreation in the UK. We manage landscapes for wildlife to thrive, people to enjoy and as a source of sustainable wood.

Paid for parking applies at a number of our forests. The money raised from our car parks goes towards maintaining our visitor facilities including visitor centres, play areas, bike trails and other facilities. Parking is an important service we provide to our visitors. Sitting within the national parking team, but working with colleagues across the organisation, the Parking Co-ordinator will provide administrative and project support to the National Parking Team in the delivery of day-to-day operating matters, as well as provide outstanding customer service to our visitors online and over the phone.

This is a permanent full-time role for 37 hours per week which will be worked across 5 days from Monday to Sunday each week. The nature of the work includes requirement for regular rota'd weekend, public and privilege holiday and evening working. To accommodate this, a rostered 7-day contract will be issued as standard. There is also an expectation that this role may be required to be on-call on a rota'd basis to act as a weekend and evening escalation contact.

The location of this post is within the Customer Relations Team based in the Innovation Centre, Thetford, Norfolk, with flexibility for some optional blended working. The post responsibilities cover the whole of England, and it is expected that the post holder will need to travel occasionally (including some overnight stays).

Key responsibilities & accountabilities

The role will involve a wide range of office management functions including administration, customer service, contractor liaison, and responsibility for ensuring that everything in this business unit runs smoothly and to deadlines.

Key work areas include:

- monitor the shared Parking inbox; responding to car parking queries from the public, as well as internal general enquiries
- remote monitoring of barriered car park systems; responding to and assisting visitors over an intercom system
- liaising with external contractors and suppliers to manage parking equipment service requests raised by our internal district team
- processing visitor refunds as required
- raising purchase orders and processing invoices
- undertaking of monthly financial and banking reconciliation tasks
- collating and distributing parking information and business intelligence reports
- providing project management support during the implementation and mobilisations of projects
- contribution to various support tasks as required e.g., information and data gathering in preparation for analysis
- ensure parking related policy and procedural documentation is up to date, as well as the relevant parking guidance and information published either on the internal Forestry England intranet or public facing web pages
- working with the Membership team on parking issues
- working with the Customer Relations team utilising our CRM Software system - Connections
- managing diaries and organising meetings
- attend/minute meetings

And any other tasks, reasonably requested by your line manager.

Skills, knowledge & experience

Essential professional and technical experience

- exemplary customer service skills including experience of complaints handling
- excellent organisational and communication skills
- proven administrative ability and attention to detail
- experience of delivering administrative tasks across multiple work areas or projects, to deadlines
- competent IT user with experience of Microsoft suite of applications (Word Excel, Teams and Outlook)

Desirable professional and technical experience

- experience of working with CRM database software

Qualifications

Essential

- NVQ Level 3 or equivalent in any subject area.

