Job description - Parking Coordinator (PB6a)

Job summary

Parking is an important service we provide to our visitors. Sitting within the South Forest District team, the Parking Coordinator will provide administrative and coordination support to the New Forest Parking Team in the delivery of day-to-day operations and the monitoring of important habitats, as well as providing outstanding customer service to our visitors online and over the phone.

The aim of the New Forest Parking Team is to:

- support a smooth customer journey, including payment and car parking experience.
- support the sustainable financing of our work to care for the land we manage through the enforcement of car park charges.
- protect sensitive habitats from damage caused by irresponsible car parking, including outside of official car parks.
- connect people to Forestry England through high quality customer service, positive engagement, and the sale of memberships.
- support the work of our wider ranger team to care for the land we manage.

The Parking Coordinator will coordinate and support the delivery of parking operations, ensuring a smooth visitor experience, effective administration, compliance with the Habitats Regulations, and the delivery of high-quality customer service.

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.

Customer & Public Support

- respond to customer queries and complaints, liaising with our communications and recreation teams, ensuring timely and professional resolution.
- support parking enforcement processes in line with our National Parking Services and our parking enforcement provider guidelines.
- maintain the 'Approved Parking Register' (Green List).
- communicate with specific user groups to share updates, resolve issues, and maintain positive relationships.
- work with the Membership Team on parking-related issues.
- support the Customer Relations Team using the Customer Relationship Management (CRM) system *Connections*.

Operations & Equipment Management

- liaise with external contractors and suppliers to arrange servicing or repairs of parking equipment.
- ensure parking-related policies, procedures, and guidance documents are up to date and published on relevant channels.
- work closely with the South District team, while ensuring alignment and continuity with the National Parking Team's approach.

Financial Administration

- raise purchase orders and process invoices.
- undertake monthly financial reconciliations and banking tasks.

Reporting & Data Management

- collate and distribute parking information and business intelligence reports.
- gather data and information to support analysis and decision-making.

Project Support

- provide project assistance during the roll out of car park charging.
- support operational planning to accommodate significant increases in stakeholder and customer interactions as car park charging is introduced.

Administrative Support *(as needed)*

- manage diaries and organise meetings.
- attend and minute meetings.
- ensure regular reports are prepared and submitted on time.

Carry out other tasks as reasonably requested by your line manager.

Location-specific information

Some travel within the New Forest and South Forest District may be required for meetings, training, or operational purposes.

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 Office suite of applications (Word, Excel, Teams and Outlook).
- this is a customer-facing role, and therefore requires a high level of fluency in spoken and written English to ensure clear and effective communication.

Desirable professional and technical experience

- experienced user of MS Office 365 application SharePoint, and online portal systems.
- experience of working with Customer Relationship Management (CRM) software.

Qualifications

Essential

- a GCSE in Maths and English or Functional Skills equivalent.