

Job Capsule Supplementary Information: Parking and Lettings Officer

This supplementary information for the Parking and Lettings Officer post is for guidance and must be used in conjunction with the Job Capsule for Business Services.

Job Family: Operational Services

Job Zone: Level 2

Salary Level: Zone 2

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

To manage the non-residential property portfolio of garages, sheds and parking spaces. Increase income for the Housing Revenue Account by maximising the lettings for the non-residential properties. Administer the communal entrance keys service to an excellent standard supporting the voids team and housing officers.

Example outcomes or objectives that this role will deliver:

- Process requests for new letting of non-res properties
- Process requests for terminating non-res properties.
- Process appeals for parking charge notices.
- Process requests for repairs in partnership with operative
- Ensure requests for disposal of contents are managed and photos stored.
- Respond to customer queries and requests for information relating to complaints and members enquiries.
- Process incoming and outgoing voids keys.
- Process order from customers for communal access keys.
- Provide reception service to Maiden Lane housing office on a rotational basis.
- Investigate and draft responses to complaints and members enquiries.
- Assist the Parking and Lettings Manager to implement the investment programme for non-res properties.

People Management Responsibilities: None

Relationships:

The post holder will be required to work in conjunction the Voids team and Tenancy Services in respect to the provision of communal access keys.

Work Environment:

An office based role in 5PS.

Technical Knowledge and Experience:

Camden Core Behaviours

- Adaptability – Level 3
- Customer service – Level 3
- Driving improvement – Level 2
- Working together – Level 3

Camden Additional Behaviours

- Organisational awareness –Level 3
- Analysis & Judgement – Level 3