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**Job Capsule Supplementary Information: Estate Parking and Access Officer**

**This supplementary information for the Estate Parking and Access 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, 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 including; garages, sheds and estate 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 operatives.
* 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 orders from customers for communal access keys.
* Investigate and draft responses to complaints and members enquiries.
* Assist the Estate Parking and Access 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 with the Voids team and Tenancy Services in respect to the provision of communal access keys.

**Work Environment:**

Based at 5 Pancras Square, with visits to be carried out on estates as and when required.

**Technical Knowledge and Experience:**

* Good level of proficiency in a wide range of Microsoft IT packages, in particular Excel, Word and Outlook
* Ability to pay attention to detail
* Good Organisational skills and able to manage a varied workload
* Good interpersonal and communication skills (written and oral) including literacy, tact and diplomacy
* Ability to prioritise work and meet deadlines and timescales
* Experience of providing advice and information to members of the public

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>