

Job Description

Car Park Team Member

Position: Car Park Team Member	Department: MK1 Parking	Reporting to: Parking Enforcement Manager
Salary: £3807.24	Contract: Perm – part time	Hours per week: 6 (1 day out of 7)

Job purpose: To assist the running of the car parks at Stadium MK on Matchdays/Event Days. You will be assisting customers in parking their vehicles and making it easy as possible to enter and exit the site.

Role Competencies:

Planning Timescales:

- To be able to assist supporters with general enquiries.
- To report any defects or safety concerns.

Decision Making:

- Be confident to make own decisions in line with the decision-making authority within the department.

Impact and Influence:

- To be able to listen and identify the guest's requirements.

Skill Level:

- To assist the running of the car parks on Matchday/Event days at Stadium MK.
- To supporting the safe exit of visitors from the car park.

Communication:

- To be able to welcome visitors to the stadium/ hotel.
- Directing visitors to our car parks and into spaces.

Budget Management:

- Be comfortable to make budget decisions within remit of own role.

Lead and Develop:

- Not applicable for this role

Operating Parameters:

- Keep car parks clean and tidy which may include litter picking.
- To assist with traffic management signage
- Where there are no events you will support the hotel in duties, to include, portorage and setting up for events

Essential and Desirable Job Criteria:

- Ability to work on own initiative and as part of a team, be motivated and committed to the role. (E)
- Calm and efficient and be able to work under pressure. (E)
- Have a polite and courteous manner. (E)
- Excellent organisation (D)
- Be able to adapt to different situations. (E)
- To maintain a smart appearance (D)

- Committed to delivering highest standard of work. (E)
- Competent in using a computer. (E)
- To be flexible (D)
- Excellent communication skills. (D)

Safeguarding - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post maybe subject to an enhanced DBS check and yearly self-declarations.

Equality and Diversity – must be able to demonstrate the equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total: 40

Level 1