**Carp park Attendant**

**Full Time, Fixed Term until 30/9/2025**

**£23,189 to £24,421**

At Nescot we are recruiting for a car park attendant to work in our security team for a fixed term one year contract based in Epsom, surrey.

**What we are looking for:**

* Enthusiastic and experienced car park attendant
* Comfortable working alone and using initiative
* Strong interpersonal skills to build appropriate and professional relationships
* have a strong commitment to ensuring safeguarding and promoting the welfare of our learners

**Duties/responsibilities:**

* Undertaking regular Patrols of the student Car Park, acting as a deterrent to prevent possible thefts of bikes and vehicle break ins
* Assisting students and visitors with both parking and non- parking queries.
* To quickly assess situations and take the appropriate actions to defuse and manage a range of situations.
* Contribute to provide a safe and secure environment for our students, staff and visitors

**Benefits:**

* A discounted on-site gym, sports hall, fitness class, osteopathy and day nursery
* 5-minute walk from Ewell East Station
* Discounted Starbucks, Modern hair and beauty salon offering employee discounts
* Free online qualifications
* Free parking on-site

A flexible approach to working hours is required. The team provide Security services across the College’s operational hours by working a variable shift basis (daytime and evenings only) covering Monday to Saturday

*Nescot is graded ‘Good’ by Ofsted following its latest inspection in January 2023. Inspectors rated the College as Good in all 8 aspects. The report recognises that students “enjoy their courses and are motivated to succeed”, and benefit from “highly supportive relationships” with staff. Safeguarding arrangements are “effective” with regular training for staff, and leaders have in place “an effective policy for safer recruitment.”*

*At Nescot, we’re proud of our inclusive culture and we welcome all applications.*

*This role is employed through Nescot Enterprises Ltd, a wholly owned subsidiary of Nescot which operates different terms and conditions.*

**Closing date 10 November 2024**



**Interviews will be held week 18 November 2024**

**Job Description**

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| **Position Details:** |
| **Title:** | Car Park Attendant |
| **Department:** | Health safety and security |
| **Fraction:** | 1fte |
| **Status:** | Fixed Term until September 2025 |
| **Grade:** | NEL Grade 3 |
| **Child/Vulnerable Adult Contact:** | yes |
| **Reporting / Department Details:** |
| **Responsible to:** | Security Team Leader |

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| **Job Purpose:** |
| To provide a safe and secure environment for staff, students and visitors during the College’s operational hours by working on a variable shift basis (day time and evenings only) covering Monday to Saturday.  |

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| **Main Duties and Tasks:** |
| * Undertaking regular Patrols of the student Car Park, acting as a deterrent to prevent possible thefts of bikes and vehicle break ins.
* Assisting students and visitors with both parking and non- parking queries.
* Complete report sheets, in full and as instructed.
* Making sure disabled bays are occupied by blue badge holders only, vehicles are parked correctly and not causing an obstruction.
* Monitoring traffic and making sure Nescot car park rules are being followed.
* Assisting emergency services onsite, directing/escorting them to the correct department.
* Using a range of interventions to defuse situations, resolve conflict successfully, including effective mediation strategies
* Maintain all security related equipment and working areas to a high standard of cleanliness and safety and ensure all defects are reported
* Acting as a first aider, for staff, students and visitors, completing and forwarding associated paperwork in an effective and timely manner.
* Providing support in an emergency or evacuation situation, in a calm and professional manner. Actively providing information to any emergency services when requested to do so.

**Other Duties may include:*** Working as part of a team, liaising and co-operating with colleagues to ensure an efficient, safe and secure College environment, etc. as appropriate.
* Carrying out regular external patrols, to ensure a safe and secure environment, recording maintenance issues, potential breaches of security or unusual occurrences in the ‘Daily occurrence book’.
* Escorting students, staff, contractors, visitors, etc. around the campus as required.
* Identifying and challenging student behaviour deemed outside the code of conduct, and taking the appropriate action.
* completing and forwarding incident reports in an effective and timely manner.
* Escorting persons deemed to be behaving in an inappropriate manner off the premises.
* As part of the team undertake regular testing of fire alarms and other security equipment, completing the appropriate logs, and notifying your line Manager of any issues of malfunctioning equipment.
* Work with students as individuals or in groups on behavioural issues.
* When necessary, acts as an advocate for students.
* To report immediately to the College Safeguarding team on matters rising from incidents that require further action.
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| **Personal Development:** |
| * Participates in, and co-operates with, own Performance Review Interview to ensure that job-related targets are met and on going staff development in line with Nescot’s aims.
* To carry out Continuing Professional Development (CPD) relevant to the role, including subject or professional updates.
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| **Equality and Diversity and Nescot Values:** |
| * It is the responsibility of the post holder to promote equality and diversity, Nescot Enterprise values and recognition of diversity throughout Nescot Enterprises.
* To follow and adhere to Nescot’s Equality and Diversity policy at all times.
* The post holder will undertake their duties in full accordance with Nescot Enterprises’ policies and procedures relating to equality and diversity and Nescot Enterprise values.
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| **Safeguarding and PREVENT Responsibilities:** |
| * It is the responsibility of the post holder to commit to safeguarding and promoting the welfare of students within Nescot Enterprises.
* The post holder will undertake their duties in full accordance with Nescot Enterprises’ policies and procedures relating to safeguarding, PREVENT and promoting the welfare of students.
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| **Additional Duties:** |
| * To undertake such additional duties as may be reasonably required commensurate with the level of responsibility within Nescot Enterprises at the initial place of work or any other of the College Group sites within the area.
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| **Health and Safety:** |
| * Under the Health & Safety at Work Act 1974, whilst at work, you must take reasonable care for your own health and safety and that of any other person who may be affected by your acts or omissions.  In addition, you must co-operate with the College on health and safety and not interfere with, or misuse, anything provided for your health, safety or welfare.
* The Health and Safety Policy is available through Sharepoint, your line manager or via Onboarding .

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| **Terms and Conditions of Nescot Enterprises Ltd:** |
| * Please note that this is a post under Nescot Enterprises which has different terms and conditions to that of the College
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| **Annual Leave and Hours of Work:** |
| * Full time hours of work are 37.5 hours per week, normally worked Monday – Friday 8.45 am – 5.15 pm. Part time or casual hours will be as agreed.
* For full time staff annual leave is 25 days plus Bank Holidays plus 5 efficiency days taken at Christmas when the College is closed for 2 weeks. Part time staff’s annual leave will be pro rata. Please note that it is expected that post holders will take their annual leave at times convenient to the department and its students, which will normally therefore be at times when students are not in College.

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| **Pension** |
| You have the right to join the NEST scheme and you will be automatically enrolled into the NEST Government Workplace Pension Scheme should you meet the required criteria of an eligible job holder. You may elect to opt out if you wish. |

This job description is current as dated. In consultation with the post holder it is liable to variation by the College to reflect actual, contemplated or proposed changes in or to the job.UPDATED BY: HOD Date: 14/5/24UPDATED BY: HR Date: JUNE 2024 |
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PLEASE CONTINUE FOR PERSON SPECIFICATION

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| **Person Specification – Car Park Attendant** |
|  | **Essential** | **How Identified\*** | **Desirable** | **How Identified\*** |
| **Experience** | Experience of working in a security setting, preferable with young adultsSecurity experience preferably as part of an in-house teamA good knowledge and appreciation of current security environments, the potential risks and threats and actions to mitigate these.  | A/IA/II | Capable of using the Microsoft Office packages (Work, Excel, Outlook) and generally IT literate | A |
| **Skills and Abilities** | Strong verbal and written communication skills  Excellent inter-personal skills in order to build appropriate professional relationships with staff and studentsConfident manner when dealing with a variety of situations Ability to use initiative and be adaptable Ability to work effectively and constructively as part of a team Ability to assess a situation quickly, using appropriate actions to defuse a situation and provide effective solutions, particularly with people demonstrating disruptive behaviour | A/lIIIII |  |  |

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| **Qualifications** |  |  | Current first aid certificate from a recognised Institution  Current SIA Door Supervisor license or willingness to obtain | A/IA/I |
| **Personal Qualities** | Be customer focused with a smart presentable appearance and willing to uphold the Colleges and NELs customer service approach.Ability to maintain a sense of calm and control in difficult situations, minimising panic in others Reliable with excellent timekeeping Self-motivated with a willing and friendly approach Willingness to undertake a flexible shift pattern Ability to respond appropriately to alarms Has awareness of equality and diversity and NEL Values which is promoted within your roleCommitment to continuing professional developmentCommitment to safeguarding, PREVENT and promoting the welfare of learners The required health and physical capacity to carry out the relevant administrative activities, after NEL has made such adjustments as may be required under the disability provisions of the Equality Act 2010Commitment to energy management and sustainability | IIIIA/IA/IA/IA/IA/IMA/I |  |  |
| **KEY** |
| **A** = Application Form | **I** = Interview | **O** = Observed Teaching Session | **T** = Test | **M** = Medical Questionnaire |