

BACK OFFICE TEAM OF THE YEAR

ENTRY CRITERIA

This merit award is open to all local authorities, private operators and to suppliers of parking systems/services to nominate an administrative team which has achieved demonstrable success in delivering any or all of the following criteria:

- > Positive change
- > Team leadership
- > Outstanding customer service

The "back office" can be regarded as applying to administrative, customer relations, notice and permit processing, parking shop, IT, finance, maintenance and other non-patrol or non-ticket issuing staff.

THE CRITERIA:

- > The extent to which the team has created/delivered a vision for the future of their organisation and/or wider parking sector
- > Degree to which partnerships have been brought together to deliver results
- > Team building and staff development
- > Improved customer service/product
- > Consistent application of good practice
- > Excellence as representatives of the parking industry to the customer/local community
- > Examples of doing the extra things that makes for outstanding performance

Where appropriate the following areas should be addressed and supporting material provided:

- > Name of team manager
- > Names of key team members and job titles
- > Definition of the team's role within the parking operation/company
- > Copy of company structure
- > Details of staff training undertaken and success obtained - NVQs, MBAs etc
- > Copies of testimonials, references, press coverage
- > Evidence of awards obtained - Investors in People, Safer Parking Park Mark, company/authority award schemes etc

HOW TO ENTER

- > Entry is free. Please read the instructions and decide which awards you are going to enter by considering the detailed award criteria
- > Download and complete the entry form (www.britishparkingawards.co.uk). If you are submitting your entry for multiple categories please fill in a separate entry form for each additional category.
- > Assemble photographs and any additional material.
- > Entries should be concise and written elements should be on A4 paper. Please provide at least one unbound copy of your entry.
- > Send your completed entry form and entry material to: **British Parking Awards 2010, Parking Review, Apollo House, 359 Kennington Lane, London SE11 5QY**