

Job Description



Job Title: Parking Enforcement Lead Officer
Directorate: Housing, Regeneration and Operations
Section: City Compliance and Security
Responsible to: Parking Group Manager
Responsible for: Civil Enforcement Officers - Supervisors
Civil Enforcement Officers
Cash Collectors

Grade Level 9

Job Purpose

To manage the operation of the parking enforcement service. To ensure that the services are managed effectively, safely and in line with council procedures and policies. To manage staff and resources to support the councils expectations for contract and financial performance. To ensure that parking equipment is maintained appropriately and cash collected expeditiously in line with financial regulations.

Key Duties / Responsibilities

To keep abreast of current parking legislation; developing and monitoring performance to ensure compliance.

Direct operational management for the car park operations and enforcement service including:
Circa 6 vehicles.

Strategic Management

To assist in developing strategies for an excellent parking service with a customer focused ethos delivering excellent enforcement and car parks to the residents, businesses and visitors to Stoke-on-Trent and Staffordshire.

Responsibility for developing, setting out and delivering quality services to our customers, whether directly or through delegation, contracting or commissioning and be an adviser to the Group Manager on all aspects of service delivery within the areas of specialist work allocated.

Performance

To lead by example, motivating and actively managing staff to ensure that they remain professional and safe in the delivery of their duties.

To manage a daily service achieving high quality performance which meets or exceeds that of the best performing authorities.

Prepare, analyse and monitor complex reports and act by making appropriate decisions to achieve the KPI's and expectations of customers and the council.

To liaise with partners, stakeholders and other agencies to ensure excellent service delivery.

Resource Management

To manage projects, staff and resources as allocated in a cost effective and effective way, ensuring achievements are delivered in a timely manner.

To manage contracts with third party organisations to ensure the services are delivered to the council as detailed in the specifications and service level agreements.

To identify staffing requirements and organise/provide training for all staff; to develop a multi-skilled and competent team.

To ensure risk assessments, audits and maintenance are undertaken regularly and promptly.

To ensure all vehicles and equipment are used professionally and appropriately.

To design protocols to improve service delivery in line with legislative and council policy.

Communications

Keep abreast of and be conversant with all traffic regulation orders and any such legislation relevant to parking and relate to staff, giving expert advice to all stakeholders.

Promote and demonstrate strong, direct and effective communication and consultation with the team, council wide and externally.

Prepare and present reports to the appropriate chief officer, councillor or committee.

Acting as an ambassador; representing the council and the department at residents meetings, school enforcement groups and other external meetings to communicate the team's enforcement powers and actions.

Culture

Demonstrates motivational leadership through personal example; acting with professionalism, credibility, honesty and transparency, promoting a culture of responsibility and accountability.

Demonstrates achievement through clear action and a supportive approach with all staff.

Embed a culture of continuous improvement; invest in the team and adopt one council, one vision, one team approach in everything we do.

Champion of respect and inclusion through regular communication with all staff and management.

To work in a commercial manner; driving service augmentation, change to deliver efficiency and best value services for the council.

- Any other duties appropriate to the post.

Finance and Staffing Dimensions

- **Budget: £1.6M (income and expenditure)**
- **Staff: Circa 17**

Person Specification



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Minimum Essential Requirements - Evidenced by: **a:** application form **b:** test **c:** interview

	a	b	c
Knowledge and Qualifications			
Evidence of a clear understanding of Parking Services with a detailed knowledge of current trends and initiatives in the sector.	✓	✓	
Specific knowledge of people and asset management in relation to parking services.	✓		✓
Has a very good working knowledge of (and has kept up to date with) relevant processes, legislation, law, best practice and DFT guidelines.		✓	
Experience			
Proven success in providing clear, balanced advice and guidance on technical and operational issues.		✓	
Significant experience of planning and operational delivery of high quality parking services.	✓		✓
A thorough understanding and awareness of key commercial and business management issues in parking services.	✓		✓
Proven track record of successful people and resource management.	✓		✓
A successful record of managing and implementing change which has resulted in achieving sustainable improvements in performance and delivery.			✓
Ability to translate strategic objectives into operational plans.		✓	
Significant experience managing a front line customer service.	✓		✓
Proven track record of contract management.	✓		✓
Skills and Abilities			
Shows strong leadership to meet the needs of a varied workforce.		✓	
Able to manage, motivate and develop staff and create a culture of ownership and accountability which is performance and customer driven.	✓		✓
The ability to work and manage under pressure and meet deadlines as appropriate.			✓
Excellent interpersonal skills and able to communicate well with Councillors and the media as well as members of the public, unions and staff; using a wide range communication technology and techniques.		✓	
Good networking, advocacy, oral, written and presentation skills.		✓	
Ability to manage staff, equipment and assets effectively.	✓		
Ability to successfully promote services to customers, businesses and the media to enhance the service reputation.		✓	

Personal Style			
A clear, performance orientated, lateral thinker, able to be clear and effective decision maker in a challenging environment.		✓	✓
Energetic, enthusiastic, resilient and determined with the ability to work under pressure.			✓
An overall style and approach that commands the respect of staff and senior management colleagues which motivates and inspires the organisation to the highest levels of performance and achievement.			✓



Conditions of Service

Job Title: Parking Enforcement Lead Officer
Directorate: Housing, Regeneration and Operations
Section: City Compliance and Security
Grade: Level 9
Salary: £ 36,363 - £39,152

Duration: This is a permanent post.

Working hours: Your normal hours of work are based on a 37-hour week.

Annual Leave Entitlement: You will be entitled to 28 days annual leave rising to 33 days after five years continuous service and eight public / bank holidays. The above entitlement will be calculated pro rata depending upon hours of work

Sickness Absence: This will be paid at basic levels. This means that any enhancements normally received for shift work, weekend working and so on will not be paid on days when you are absent from work due to sickness

Pension Provisions: For occupational pension purposes you will have the choice of:-
a. Joining or continuing in the Local Government Pension Scheme.
b. Arranging your own personal pension provision approved by the Inland Revenue.

Business Mileage: If you have to use your own vehicle on council business please ensure that you are insured to do so then the appropriate allowance is payable as per the national scheme.

Notice Period: Your notice period will be dependent upon the grade of the post and your continuous service.

Probation Period: New entrants to local Government service are subject to a probationary period of six months during which you are expected to establish your suitability to the post.

Equal Opportunities Monitoring: New entrants must provide details of ethnicity and disability for the starter forms to enable the city council to monitor its progress towards being an equal opportunities employer.

Medical Examination: Your employment is subject to the council's medical adviser giving medical clearance. Initially, this will take the form of a medical questionnaire.

Disclosure and Barring Service (DBS) Check: This post is exempted under the Rehabilitation of Offenders Act 1974 therefore appointment to this post is conditional upon the receipt of a satisfactory response to a check of police records. You should note that the existence of an unsatisfactory police check may result in the withdrawal of the offer of employment.

If during your continued employment you receive any convictions, cautions, reprimands or final warnings that are not “protected” as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1974 (as amended on 2013) you are required to disclose to your manager immediately that you have been convicted or cautioned during the period of your employment. Guidance and criteria on the filtering of “unprotected” cautions and convictions can be found on the Disclosure and Barring Service website.

Asylum and Immigration: According to the Immigration, Asylum, Nationality Act 2006 you must (if appointed) provide proof of current and valid permission to be in the United Kingdom, and valid permission to do the type of work offered.

Your continuing employment is subject to you having leave to remain and work in the United Kingdom by having a valid work permit. Should your work permit fail to be renewed at a future date, the authority would have to terminate your contract with immediate effect.

Trade Unions: As your employer, we support the system of collective bargaining in every way and believe in the principal of solving industrial relations problems by discussion and agreement. For practical purposes, this can only be conducted by representatives of the employers and of the employees. If collective bargaining of this kind is to continue and improve for the benefit of both, it is essential that the employee’s organisations should be fully representative. Therefore, it is recommended that employees become a member of a trade union represented on the relevant national joint council.

A full list of the trade unions appropriate to the type and nature of employment is available from HR.

Other Conditions of Service: Any other conditions of service are as per the Scheme of Conditions of the National Joint Council for Local Government Services as amended by decisions, rules and regulations of the City Council.