



JOB DESCRIPTION

- This form summarises the purpose of the job and lists its key tasks
- It may be varied from time to time at the discretion of the Authority, in consultation with the postholder

Job Title: Parking Services Manager Reports to: Head of Operations Last Updated: Jan 2021	Job No.: DS003 Team: Parking Grade: Grade 10
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JOB SUMMARY

- To lead and manage the parking service
- To be responsible for the development and management of the Council's on and off-street parking and the Council's Decriminalised Parking Enforcement (DPE) operations under the Road Traffic Act 1981.
- work collaboratively making the most of effective partnerships and resources
- To explore efficient and effective ways to deliver the service through best practice and digital technology.

KEY TASKS

Operational Responsibilities

- To have overall responsibility and day to day management of all aspects of the parking service.
- To be responsible for prioritising and assessing workload, allocation resources and ensuring the effective performance of the parking section, in accordance with service and other plans.
- To work with colleagues on the design, development and purchase of services to meet the parking aims and priorities of the Council
- To maintain an awareness of business developments in the sector.
- To provide parking advice for major developments and other corporate wide initiatives impacting parking
- To lead on parking development projects across the District ensuring demand and expectations are managed within financial limits.
- Establish a culture of continuous improvement and innovation

Management / Supervisory / Team Working Responsibilities

- To be accountable for the management and supervision of staff within this section including ensuring that the Personal Development Review Scheme is properly operated.
- To directly manage the work of the parking section, including responsibility for revenue and capital budgets.
- To ensure that systems are developed and implemented to control and ensure the highest standards of Health and Safety by staff and Contractors.

The above list is not intended to be exhaustive but merely to indicated the work range and core job content of the post, neither is the list arranged in priority order.



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Service Delivery

- To review service delivery periodically and prior to the enforcement contract expiring.
- To compile relevant reports for leadership, committees and member briefing
- To performance manage contractors ensuring performance indicators are met and a quality service is delivered to residents
- To manage the escalated issues relating to the performance of the contract in accordance with performance management schedules and contract terms
- To ensure the timely development of annual improvement plans to maximise opportunities for working across service areas.
- To work towards ensuring that net income targets for the service and any variations is drawn to the attention of senior officers in a timely manner.
- To take responsibility for the management of all aspects of Decriminalised Parking Enforcement under the Road Traffic Act 1991
- To work with the highways authority to explore more effective work practices
- To ensure that the in-house penalty charge notice processing service operates efficiently and effectively
- To manage working relationships with other authorities underpinned by agency agreements.
- To proactively support developments in car parks to maximize income such as EV charging points.

Communication & Contacts

- To interface with members regarding parking matters
- To ensure the team briefing system operates throughout the directly managed staff in the section and with the parking enforcement contractor.
- To work with other officers to ensure timely, accurate and effective communication with customers, the ombudsman, parishes and the public at large.
- To manage stage 1 complaints
- To represent District Services at meetings with outside bodies in respect of car parking

Financial / Budgetary Responsibilities

- To manage the parking budget and submit reporting on a regular basis
- The parking income for this service historically be over £3m
- To be responsible for resource allocation, budget and performance management for all
- Explore and identify new funding opportunities for seek further income with changes in parking behavior and the need to support more sustainable means of transport.

Other

- To deputise on occasions when required for the Head of Operations.
- To ensure that your own professional development and professional knowledge is up-to-date.
- To develop professional networks; growing the positive reputation of the council across sectors.

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- Undertake any other duties and responsibilities appropriate and relevant to the manager post.
- Flexible in office location and working practices

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PERSON SPECIFICATION

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KEY CRITERIA	JOB REQUIREMENTS		SCORED F/I/A
	ESSENTIAL	DESIRABLE	
Qualifications	<ul style="list-style-type: none"> • HNC level qualification in a relevant subject. • Evidence of management training. • Evidence of continuous professional development. 		F / I
Job Specific Skills & Knowledge	<ul style="list-style-type: none"> • Extensive experience of directly or contract managing parking services. • Current knowledge of parking legislation and policy. • Evidence of service design in response to changing customer expectation or legislative change. • Experience of parking in a Local Authority environment including experience of Decriminalised Parking Enforcement. 	<ul style="list-style-type: none"> • Experience of parking capital projects • Experience of Private Sector Parking Operations. 	
Management / Supervisory / Team Working	<ul style="list-style-type: none"> • Demonstrate experience of managing staff in a customer-focused environment. • Resolution of conflict and experience of managing grievance and disciplinary issues. • Evidence of controlling services delivered by external providers. • At least of four years staff management experience. • Experience of providing 	<ul style="list-style-type: none"> • 	



	services, which are sensitive to the needs of users.		
Service Delivery	<ul style="list-style-type: none"> • Ability to manage resources to ensure continuous improvement in services. • Ability to undertake appropriate financial control, ensuring good use of budgets and other resources. • Experience of managing a number of services with conflicting priorities. • Understanding of the role of performance management in service delivery. • Strong commitment to the principles of Customers Care and Equal Opportunities. • Experience of delivering projects within the parking sector 		
Communication & Contacts	<ul style="list-style-type: none"> • Considerable interpersonal skills and particular ability in both written and verbal communication. • Experience of managing the public interface in difficult service failure or complaint situations. • Experience of interfacing with politicians 		
Other	<ul style="list-style-type: none"> • Valid driving License. • Able to demonstrate a flexible attitude towards working. 	•	

Key:

F = Application Form

I = Interview

A = Assessment