

	Job Title	Senior Parking Manager
	Department	Regeneration and Environment Department; Environmental Services Division
	Section	Parking and Lighting
	Grade	PO8
	Reports to	Head of Parking and Lighting
	Staffing Responsibility	Line management of 2 Contract Operations Managers. 19 FTE total staff group
	Organisation	

Job Purpose:

To support the Head of Service in securing the continuous development, improvement, efficiency and success of parking and enforcement service, through effective planning, budget management, staff management and governance. Set quality and professional standards and manage service delivery, and have significant influence upon the structure and development of these services. Develop and implement operational plans which contribute to the longer term objectives set for these services, in the context of the Council's wider policies and strategies. To be responsible for leading the delivery to time and budget Parking projects – incorporating identifying and managing funding streams, senior level governance arrangements, and complex inter-dependent project plans.

Principal Accountabilities and Responsibilities:

1. Make a positive contribution to the delivery of the relevant services; this will include working flexibly and positively to achieve the objectives of the council.
2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
3. Manage a commercially oriented and customer focused service.
4. Make effective use of resources.
5. Deputise for the Head of Parking and Lighting, during absence and as required.
6. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
7. Support effective working relationships and act as an ambassador and advocate with external organisations.
8. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
9. Ensure the service meets all Key Performance Indicator targets set for it by the Council.
10. To manage through the parking contract the provision of a range of front-line services to the public.

11. Ensure that service projects are delivered on time, and within budget; developing Project Initiation Documents; pro-actively facilitating agreement and approval of project scope, goals, deliverables and quality plans; and defining project tasks and resource requirements.
12. Work with Service Managers to design and develop service Project Plans, identifying potential timescales for delivery, potential costs, revenue to be generated, and resource requirements.
13. Responsible for leading and overseeing parking management, including parking and moving traffic enforcement, permit administration, cashless parking, management of appeals and responsibility for management of the Parking Account.
14. To procure, negotiate and manage a complex, large and high-profile contract for service delivery, securing value for money.
15. Act as the Council's principal advisor on parking enforcement and the management of the Parking Control Account, providing authoritative expert advice on the management of parking matters.
16. Responsible for leading and managing a number of managers and staff in a distinct and high profile area of the council's front-line services to the public. To act as the council's senior professional and expert adviser in all parking and traffic enforcement matters.
17. To develop the council's policy and practice in this area of responsibility, building on extensive analysis of statistical data and trends to identify and prioritise areas for service development.
18. To advise and deal with Members in relation to parking and traffic enforcement issues.
19. To translate the policy and strategy of the service into effective delivery of services and to provide evidential feedback to inform future policy and strategy development.
20. To manage parking and traffic enforcement strictly within the requirements of the Traffic Management Act, the Road Traffic Act, and other relevant legislation, together with formal guidance from the Secretary of State.
21. To ensure regulatory processes, including internal and external appeals, bailiff actions, and court procedures, are consistent with the Traffic Management Act and the Road Traffic Act.
22. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults.
23. Carry out duties with due regard to the council's customer care, equal opportunities, information governance, data protection and health and safety policies and procedures.
24. Undertake any other duties commensurate with the general level of responsibility of this post.

Job Context:

- Operates within a framework set by Corporate and Departmental Management Teams, but with freedom to influence the shape of services.
- Policy and service development involvement.
- Wide range of internal and external contacts and partnership working.
- Management / leadership of a high performance team.
- Budget responsibility
 - £5.5m Parking contract expenditure per annum
 - £20m Parking income per annum
 - £0.85m directly controlled revenue expenditure p.a. on staffing
 - Projects budgets

DBS Status	No check required
Politically Restricted	No

Person Specification

Job Knowledge, Skills & Experience:

Specify the qualifications, experience, skills and abilities required.

All criteria are essential

Knowledge and Qualifications:

- Relevant professional qualification where required
- Evidence of significant relevant Continuing Professional Development (CPD).
- A thorough knowledge of the legislation (principally the Traffic Management Act and Road Traffic Act), codes and good practice covering the functions for which the post is responsible including mandatory work standards and corresponding audit codes.
- Understanding of the roles of different agencies and services in delivering compliance or high quality outcomes in the functions for which the post is responsible including regional and national structures
- Knowledge of the different funding streams for both revenue and capital available for delivering the services for which the post is responsible and understanding of the requirements of accountability and transparency in managing resources
- Understanding of the role of parking and traffic enforcement services in addressing the Council's priorities, e.g. economic development, sustainability, transportation, community safety, and addressing the needs of priority groups.

Experience:

- Track record of achievement at a management level in a similarly large and complex organisation including:
- A demonstrably successful track record of managing and delivering regulatory services including meeting customer demand, delivering successful projects and ensuring high performance standards by staff, contractors and partners
- Experience of leading innovation and change including service transformation through system change, promoting change in individual and community behaviour, and use of evidence eg through research and consultation, to guide service development
- Experience of developing excellent relationships with elected members and colleagues in all services and agencies, understanding of different roles in promoting successful service outcomes, and developing and maintaining cross-sector partnerships including with commercial and third-sector organisations
- Experience in securing external funding for regulatory services including understanding of sub-regional, regional and national funding mechanisms, and of the delivery of complex multi-agency projects and services

Skills and Abilities:

- Manage people, performance and budgets.
- Ability to lead, manage and motivate people, including staff, colleagues within and outside the Council, and volunteers
- Excellent verbal and written communication skills, including the capacity to represent the authority externally, to write reports, to provide expert advice, and to communicate with a variety of audiences
- Contribute to the longer term development of the service area.
- Ability to manage complexity and change and to be creative and innovative in finding solutions and providing services in a rapidly evolving, multi-agency environment.