

JOB DESCRIPTION

Job Title:	Parking Services Manager
Department:	Finance & Trading
Reports to:	Commercial Operations & Trading Manager
Responsible for:	All parking services
Supervises:	Civil Enforcement Supervisor and Operational Support Officers.
Grade:	F

PURPOSE OF THE JOB

The post-holder will provide a cost effective, proactive and responsive parking enforcement and car park management service to the council.

To be the council's main point of advice, policy development and action in relation to parking enforcement and the management of council owned car parks.

To lead on the engineering design and traffic management function.

The post-holder will be responsible for devising and implementing all parking and traffic work programmes and maintain a balance between proactive and reactive work and expected to manage potentially conflicting priorities.

To be responsible for the effective enforcement responses to complaints made to the Council relating to civil enforcement.

To be responsible for and lead on compliance with statutory regulations, legislation, professional codes of practice and adherence to council policy in relation to parking policy.

MAIN DUTIES

Service Related:

To operate as the lead officer for the Sevenoaks Joint Transportation Board (JTB) and effectively manage, the services provided by the Parking Enforcement and Operational Support teams.

To manage the operational arrangements for the provision of the parking enforcement service, ensuring the Civil Enforcement Officers deliver a high quality service with a flexible approach to working.

To lead on the development and implementation of policy, strategies and programmes in respect of parking and to oversee those relating to traffic management and engineering design.

To deliver efficient and effective services in relation to parking, traffic management and enforcement.

To be the council's expert advisor for advice in relation to parking including the provision of guidance on relevant aspects of planning applications, other developers' proposals and, where relevant, developments proposed by other business units of the Council.

To input to major regeneration proposals and multi-agency partnerships delivering locally focussed schemes.

To lead on the introduction of any new Government policy or legislation, in relation to parking services and to update and advise Members and the Management team accordingly.

To develop, implement and continually review the services policies, strategies and procedures relating to the Team's functional areas, in response to legislative changes, members' priorities and demands for service from members of the public.

To lead on effective team responses to statutory enforcement and consultation through prevention, intervention, enforcement, and communication, using the full range of parking legislative tools, powers and regulations.

To be responsible for and to respond to Members Enquiries, Corporate Complaints, Ombudsman enquiries and Freedom of Information enquiries, ensuring high quality responses are provided within target times.

To be responsible for the management of staff sickness in the team in accordance with procedures, policy and targets.

To be responsible for the management of staff performance and development in the team in accordance with procedure policy and targets.

To be responsible for the effective management of the teams budget in accordance with procedure, policy and targets.

To regularly liaise and consult with Government Departments, the Highways Authority, other external bodies, voluntary agencies and user groups when the post-holder will represent, act and take decisions on behalf of the Council.

To exercise delegated authority and act on behalf of the Council to ensure that the Authorities statutory and other obligations are properly and effectively discharged.

Produce and present information and reports on parking, transportation and traffic initiatives to a variety of audiences, including user groups, Council Committees and local forums.

Attend, convene and chair working parties and groups in connection with parking, transportation and traffic projects and issues.

Manage the parking service dealing with operational and strategic issues, including Investigating, analysing and interpreting parking performance, parking policy, developing new concepts and innovative solutions to parking challenges, maintaining the parking assets, and to secure essential income.

Develop a Parking Strategy, charging policy and enforcement approach including new concepts and innovative solutions to parking challenges and improving significantly customer perception of the parking service, including informing and educating management, members and the public on parking laws and issues and challenging misinformation.

This role involves contacts with, or work for, people, which through their circumstances or behaviour regularly place significant emotional demands on the jobholder.

DIMENSIONS

Responsible for service budgets and procurement plans including approximately £4.7 million annual revenue and income.

Overall management responsibility for Parking Services of around 11.0fte currently.

Based at The Dunbrik Depot & Argyle Road, Sevenoaks with occasional travel to other sites

GENERAL RESPONSIBILITIES

To embrace the values and behaviours of the Council.

To comply with the Council's Safeguarding policy.

To comply with the Council's Equal Opportunities policy, and to actively promote equality of opportunity wherever possible.

To comply with the Council's Health & Safety policy.

To participate in any relevant training for the duties of this post and to achieve the key objectives of the Council.

To participate fully in the Council's staff appraisal scheme.

To carry out any other related duties which may be directed by the Head of Direct Services and the Deputy Chief Executive & Chief Officer Finance & Trading.



PERSON SPECIFICATION

Job Title: Parking Services Manager.

QUALIFICATIONS	
ESSENTIAL	DESIRABLE
A Degree or equivalent together with a relevant professional qualification or operational experience in a similar role.	Relevant accredited traffic or parking qualification at level 3 or above.
KNOWLEDGE, SKILLS & EXPERIENCE	
ESSENTIAL	DESIRABLE
<p>Experience in a relevant position within a local authority.</p> <p>Experience of enforcement partnership working.</p> <p>Tactical experience of working within the services provided or similar services.</p> <p>Convey information clearly to a wide range of recipients both internally and externally.</p> <p>Develop individuals, whilst ensuring fairness and consistency.</p> <p>Delegate authority and responsibility to staff as appropriate.</p> <p>Build and maintain good working relationships internally and externally.</p> <p>Plan work to ensure goals are achieved, taking in to account the resources required and ensure adequate systems are in place</p>	<p>Experience of civil enforcement.</p>



APPROACH	
ESSENTIAL	DESIRABLE
<p>Ability to build and maintain supportive and empathetic relationships, securing people’s support and commitment to a course of action or different way of thinking by presenting ideas convincingly and persuasively, and to lead negotiations.</p> <p>Excellent communication, negotiation, consultation and influencing skills tailored to meet the needs of a wide range of audiences, partners and stakeholders.</p> <p>Very strong commitment to achieve and develop services and other corporate initiatives.</p>	<p>Able to deal effectively with an increasing complex environment with the blurring of regulatory boundaries and the requirement to work in collaboration across the Council.</p> <p>Evidence of being tenacious and resilient in the face of difficulty.</p>
OTHER	
<p>An ability to work when necessary outside normal office hours including attendance at evening meetings.</p> <p>This role involves contacts with, or work for, people, which through their circumstances or behaviour regularly place significant emotional demands on the jobholder.</p>	