# Job Description

Head of Parking Operations and Enforcement – Commercial Operations

**Role Profile**  Leadership Band P

**Service/Team** Commercial Operations

**Reports to** Director – Commercial Operations

**Number of posts** 1

**Post number** 111795

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** providing strategic leadership to deliver and develop the parking operations and enforcement service, implementing sustainable approaches to service delivery to help support the Council’s strategic objectives.

**Job Overview**

Under the general direction of the Director of Commercial Operations lead and manage the parking operations and enforcement service to provide a high standard of service and outcomes to meet BCP Council’s strategic objectives for local people, visitors and value for money.

Act as an advocate for the parking operations and enforcement service within Bournemouth, Christchurch & Poole; and support the ability for BCP Council to influence national policy when developing strategies and delivering outcomes.

Responsible for the design and delivery of the parking operations and enforcement service across Bournemouth, Christchurch & Poole, working closely with services across Commercial Operations and the wider council.

Be a key member of the Commercial Operations Management Team.

## Key Responsibilities

Supporting the Director of Commercial Operations in the leadership delivery of the Council’s objectives.

Lead the development, alignment and execution of key programmes for the service unit in accordance with statutory, national and local requirements.

Utilising advanced professional qualifications of equivalent experience, design, lead and implement the service delivery for the parking operations and enforcement service for BCP Council, working with colleagues across Council services to effect positive outcomes, ensuring the Council leads the way in best practice for the parking operation and enforcement service.

Develop commercial and grant funding opportunities to maximise efficiencies and support the Councils strategic aspirations.

Initiate, lead and oversee a large number of projects to ensure each project has clear purpose, scope, outcomes and communication, and is managed and delivered to time and budget.

Manage and review the operational budgets within delegated authority and the councils’ financial regulations ensure that projects and programmes are delivered on time and at full cost recovery.

Be responsible for the recruitment, management, development and wellbeing of staff in the service to enable high standards of performance and customer service and ensure that appropriate workforce planning and performance management is in place to enable effective service delivery.

Support the parking operations and enforcement workforce through encouraging personal development and understand and address any staff performance issues promptly and provide continuous feedback.

To set the culture within the parking operations and enforcement team and ensure that the organisations behaviours are embedded.

## To represent the council where appropriate in a professional manner that safeguards the reputation of the council; promoting a positive perception of the service and developing a culture of providing excellent customer care to all service users.

Keep continually updated with all new government legislation and industry best practice to implement changes when required to ensure the compliance of BCP Council.

Lead on the parking operations and enforcement team’s response to the climate crisis.

Lead on the resolution of contentious, complex or escalated issues in a highly persuasive, supportive and sensitive way

Manage, procure and review contracts as necessary, through the procurement process as required, to deliver quality and value for money for the service.

Ensure that the Council’s procedures and all relevant regulatory codes of practice or statutory guidelines are followed and actively engage in the auditing of services to provide robust systems to protect finances, minimise risks, ensure staff are operating legally and that health and safety obligations are met.

Liaise with statutory and voluntary bodies, members, parishes, the community, the commercial sector and other public sector bodies so as to co-ordinate the activities of these organisations and that of the Council.

Liaise with Government departments, local MPs and Councillors on matters for which the service is accountable.

You will work closely with the relevant Portfolio Holders to ensure positive working relationships while maintaining the Officer/Member Protocol. As an Officer you will service all Councillors equally and within area of responsibility be accountable for Elected Member and Senior Officer liaison.

Support and advocate the Councils transformation programme; always looking for opportunities to engage.

Deputise for the Service Director as required at corporate meetings and external networks.

Represent the service and the council in multi-agency forums, working parties, local, regional and national bodies to contribute to the exchange of information and the promotion of best practice.

Interpret national policies for local meaning and application, develop and implement local policies, processes and procedures to ensure that the council meets its obligations in line with statutory guidance and legal framework.

Champion partnership working with a broad range of external organisations to enable the development and delivery of effective outcomes through collaborative, joined-up working.

Lead strategic programmes and projects ensuring that they are managed and controlled in an effective manner in order to achieve their intended benefits and goals.

Contribute to the formulation and development of service wide strategic and operational policies.

Develop new working methods and practices, implement change and use meaningful measures of performance that are robust to inform service reviews.

Remain accountable for the delivery and performance of the parking operations and enforcement service.

## Specific Qualifications and Experience

* Degree in a relevant subject or be able to demonstrate equivalent advanced specialised knowledge, skills and experience in the management of a complex parking service within a large organisation.
* Demonstrable professional competence in relation to managing a parking operations and enforcement service with appropriate knowledge of the industry and associated best practice.
* Demonstrable experience in procuring and managing major contracts.
* Management qualification or equivalent experience.
* Substantial specialised experience in both strategic and operational management of a parking service within a large and complex organisation
* Experience of leading high-profile innovative programmes & projects which have a wide-ranging impact and reputational risk for the council.
* Proven leadership skills including the management and development of large teams.
* Understanding of the local and national context for parking operations and enforcement.
* Significant proven budget management experience.
* Experience of media management.
* Experience of partnership and relationship management, including at a local and national level.

## Personal Qualities & Attributes

* An energetic and driven leader who works at pace and delivers results.
* An agile leader who builds a positive culture of learning and reflection while delivering quality services.
* A leader who has experience of achieving fast paced results in a complex and multi-site organisation
* A collaborative leader who listens and reflects on views form others
* A growth mindset and proven quality of learning from mistakes.
* Drives inclusion and diversity.

## Job Requirements

* Act as the media spokesperson for the parking operations and enforcement service as and when required.
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.