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Job Description

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| **Role Profile** |  | Operational band |
| **Service/Team** |  | Parking Services |
| **Reports to** | \_ | Parking Team Leaders |
| **Responsible for** | \_ | Parking Civil Enforcement Officers |
| **Number of posts** | \_ | 2 |
| **Post number** | \_ | 517648, 005385 |
| **Career Grade** | \_ |  |

**My job improves the quality of life for the people of Bournemouth, Christchurch and Poole by** ensuring all operational aspects of the Parking Service are developed, maintained and improved to benefit the traveling public in line with all associated legislation.

# Job Overview

To assist in fulfilling the Council’s statutory obligations in relation to parking as set out in Traffic Management Act 2004, Road Traffic Regulation Act and associated legislation. Through parking management information and liaison with parking teams across BCP Council, to be responsive to customer and Council demands and operate within established governance processes building public and Cllr confidence. Maintain contemporary knowledge of best practice and seek to continually adapt and improve the service in that context. Assist as appropriate in the development of services and policy relating to parking matters.

# Key Responsibilities

* By working with, and providing expert leadership to, the relevant teams across BCP Council ensuring statutory and best practice outcomes are achieved in relation to all operational aspects of Parking Services.
* Supervise an operational team with the same or similar area of work (up to 15 employees)
* To assist in development of systems, services and policies of operational parking matters.
* To inspect parking equipment undertaking minor repairs, restocking tickets and handling of cash from pay machines following machine faults.
* To respond to customer demands and operate within established governance processes, building public and Cllr confidence and regularly reporting on progress.
* To assist in preparing information for complex reports for internal and external agencies including legal challenges and high value matters.
* Prioritise workload in an environment of change and where there are competing demands based on the relative impact on the public and the Council.
* Maintain positive collaborative relationships with other in-house and external agencies and authorities including the Dorset Police, BCP Council Customer Services, Highway Enforcement team and Legal team drawing on support, direction and advice and working jointly or in partnership as appropriate.
* Maintain an authoritative knowledge of these areas and best practices, processes and procedures within them and in particular monitor and be aware of changes to legislation and the risks of non compliance relevant to the service, amending policy and processes to suit.
* To provide management information on operational aspects of Parking Services by ensuring systems and practices are in place to monitor and report on all operational aspects of the service including income and usage of all parking places to anticipate potential problems and ensure the continuity of service is maintained.
* To supervise and assist in recruiting enforcement staff, undertaking staff training, monitoring and appraisals setting clear and realistic objectives, understand and address performance issues promptly providing continuous feedback to staff, disciplinary matters, attendance, capability and customer care to achieve service aims and ensure statutory and best practice outcomes are achieved.
* In the absence of the Parking Team Leaders to cover urgent matters normally undertaken by the Parking Team Leaders relating to enforcement and car park management.

# Specific Qualifications and Experience

* ​NVQ4, HND or diploma (or equivalent experience) relevant to the role.
* Operational experience of specialised parking and enforcement equipment and the safe application of procedures and techniques relevant to the role
* Specialist knowledge of the work practices, processes and procedures (including legal and regulatory requirements and the risks of non compliance) relevant to own area of work, including broader commercial awareness.
* Analyse existing methods and techniques, highlighting issues to Parking Team Leaders in order to support informed decision making
* Communicate operational changes to other services and to the public.
* Understanding of project management
* Role model enthusiasm and commitment to delivering excellent services which have considered the diverse needs of customers.

# Personal Qualities & Attributes

* ​Contribute to the strategic direction of the service by helping influence and develop strategic business plans, policy and procedure using information and data from customers.
* Must be able to remain calm and articulate processes to potentially irate and angry customers explaining the outcome of any refusal to comply together with their options for appeal in a fair and consistent manner in the context of the relevant legal framework.
* Assist in developing effective and lasting solutions to problems which align with the council values and where there are a range of options and the information is unclear or conflicting.
* Make evidence based and outcome focused decisions using proactive risk management and where set procedures provide only general guidance, without necessarily referring decisions to a team leader.
* Plan and organise own workload in an environment of frequently conflicting priorities, changing demands and strict deadlines.
* Accountable for the delivery and performance of own team against current and future objectives
* Recognise and understand the impact of incidents arising,and use effective interpersonal skills to develop solutions to complex or contentious problems where there are a range of options and the information is unclear or conflicting.
* High level of resilience, attention to detail, emotional intelligence, calm under pressure etc.

# Job Requirements

* Elements of work are likely to be performed in challenging environmental conditions.
* Set clear and realistic objectives for others, ensuring they fit with the service plans; monitor progress against objectives and provide feedback.
* 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.