

**Manchester City Council
Role Profile**

**Parking Services Support Officer, Grade 6
Corporate Services Directorate
Reports to: Parking Services Team Leader
Job Family: Parking Services**

Key Role Descriptors:

This role will support the service area, maintaining a focus on achieving performance in line with national, corporate, and service level measures.

The role holder will provide support and guidance for team members, colleagues, and managers to assist in decision making and delivery of the service.

The role holder will ensure the delivery of an effective, professional support function, establishing excellent relationships with team member, colleagues and managers ensuring quality customer focused services are delivered within performance, cost, and quality targets.

The role holder will contribute to the development, maintenance, and monitoring of effective office management systems to meet the needs of a high-quality customer focussed service.

Key Role Accountabilities:

Provide support to management in the service area or function to ensure that it is responsive to business needs and that continuous improvement to service delivery is achieved through effective planning, performance management and training.

Support the production of effective and accurate management information, ensuring that this is produced accurately and consistently to strict deadlines.

Support the planning of activities and projects and take account of risks and changing circumstances that may affect policies and service delivery.

Support the development and delivery of process improvement plans and strategies in accordance with agreed time, quality, budget and other performance criteria within the Council.

Ensure that statutory guidelines and corporate policies and protocols are adhered to and maintain relationships with other teams to ensure the highest standard of service delivery.

Provide support by providing a resolution to technical and operational queries raised by the team.

The role holder may be required to carry out statutory duties in line with legislative requirements to ensure legal compliance and the provision of a service to meet the needs of relevant groups.

A strong and clear advocate for the organisation's *m people* approach.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations, or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

This role provides excellence in service support to Parking Services.

The role of Parking Services is to provide prompt, accurate and efficient services that are good value for money, meet the Council's aims and follow recognised best practice. The service directly supports the transport strategy for the city and keeps the city's roads moving and safe.

The role of the service is to collect the maximum amount of money owed to the Council in a fair and ethical manner.

The priorities of the service are to:

- Maximise the collection of money to the Council from on street and off-street parking and parking and bus lane enforcement.
- Deal with challenges and appeals in an equitable and consistent way.
- Effective enforcement of on street parking spaces throughout the city.
- Maintain residents' parking schemes across the city, including the provision and management of residents parking permits.
- Take effective action, including prosecution in cases of fraud and misuse of the disabled Blue Badge scheme.
- Effectively manage loading bays in the city.
- Effectively manage and monitor all contracts related to the service.
- Provide a prompt, efficient and accurate response to all enquiries within our policy and performance frameworks.
- Have an effective operational and strategic relationship with the Highways Service.
- Respond to customer feedback in a constructive way and use this to improve our services.

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester.
- We take time to listen and understand.
- We 'own it' and we're not afraid to try new things.
- We work together and trust each other.
- We show that we value our differences and treat people fairly.

General Skills

- **Interpersonal Skills:** Ability to advise others and deal with sensitive issues in difficult situations, negotiating riskier demands and difficult agreements. Is able to influence or persuade internal or external stakeholders.
- **Planning and Organising:** Excellent prioritisation skills, evidenced by setting targets for self and others to meet demanding timescales. Demonstrate the ability to organize multiple tasks in the most effective way and allocate time and energy according to task complexity and priority.
- **Problem Solving and Decision Making:** Ability to analyse situations, diagnose problems, identify the key issues, establish, and evaluate alternative courses of action and produce a logical, practical, and acceptable solution.
- **People Management:** Ability to manage and motivate staff to high levels of performance in order to achieve change and maximise staff potential and contribution to the achievement of identified aims and objectives.
- **IT Skills:** Ability to use multiple applications, systems, and associated software packages.
- **Financial Management:** Resource and financial management skills, including resolution of conflicting priorities, formulating budgets, rigorous monitoring, and control procedures.
- **Communications Skills:** Is able to effectively transfer key and complex information to all levels of staff, adapting the style communication as necessary and ensuring that this information is understood.

Technical Requirements (Role Specific)

- Parking and Bus Lane Enforcement experience, knowledge, or awareness.
- Knowledge or awareness of the Traffic Management Act 2004 and the Transport Act 2000
- Knowledge or awareness of The Civil Enforcement of Parking Contraventions (England) 2007 and The Bus Lane Contraventions (Penalty Chares, Adjudications and Enforcement (England) Regulations 2005