**Manchester City Council**

**Role Profile**

**Parking Services Operations Manager, Grade 9**

**Corporate Services Directorate**

**Reports to: Parking Services Manager**

**Job Family: Parking Services**

**Key role Descriptors**

To lead and manage Parking & Bus Lane Services maintaining a focus on achieving performance in line with Government, Corporate and Unit level measures.

Monitor and control expenditure, ensuring that financial targets are met and value for money is obtained. Be accountable for any areas where budget and expenditure exceed their agreed tolerances.

Commission services and establish and closely manage and monitor contracts and service level agreements.

**Key Role Accountabilities**

Provide leadership to the Parking & Bus Lane Team function to ensure that it is responsive to business needs and that continuous improvement to service delivery is achieved through effective business planning processes and implementation of effective performance management systems.

Maintain competence in specialist areas, undertaking research and information gathering to ensure the Council adopts and maintains best practice in areas of specialism, providing ad hoc advice where necessary.

Develop and deliver process improvement plans and strategies in accordance with Council aims and objectives.

Build and maintain strong networks of support both internally and externally and forge effective partnerships with external agencies (voluntary and statutory) and key stakeholders for the continuous improvement of the service.

Make effective decisions on a day-to-day basis about the management of the Council’s Parking & Bus Lane Service, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary to minimise risk to customers, partners and the Council.

Effectively develop, manage and motivate staff within the service area, providing leadership and planning to ensure prompt and high quality decision making.

Work within and maintain a disciplined performance management framework, managing and monitoring key performance indicators and contractual obligations as required.

Ensure complaints are investigated and resolved in a positive and proactive manner, meeting corporate standards, and ensuring lessons are learnt, shared and acted on to improve services.

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 sits within Parking Services**

Parking Services sits under the leadership of the Director of Customer Services and Transactions and the service is responsible for

* Reviewing and responding to challenges to Parking and Bus Lane/Gate PCN’s
* Administering Residents Parking Schemes for the city
* Managing cases through the debt recovery process
* Representing the council at Traffic Penalty Tribunal hearings
* Devolved powers from DVLA to take enforcement action against untaxed vehicles
* Enforcement for Blue Badge Fraud
* Issue parking suspensions and dispensations

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.

**Our Manchester Behaviours**

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

Generic Competencies

* **People Management:** Strong development, management and motivation skills, providing leadership and direction to the team. Ability to secure and direct resources to fulfil work requirements over a wide service area.
* **Project Management:** Strongproject management and influencing skills to ensure delivery through others.
* **Financial Management:** Resource and financial management skills, including resolution of conflicting priorities, formulating budgets, rigorous monitoring and control procedures in line with Council Standing Orders and financial regulations.
* **Creative Skills:** Ability to think creatively to plan and examine potential business processes and operating models and to develop a range of creative and original solutions that meet the strategic needs of the business.
* **Communication:** Strong communication and presentation skills, including document and report writing with the ability to adapt to the audience and situation.
* **Problem Solving and Decision Making:** Strong decision making skills with the ability to resolve complex issuesin a pressurised environment.
* **Business Acumen:** Strong commercial awareness and business acumen with an ability to explore commercial opportunities and new technology developments in line with business needs.
* **Experience** of working in a performance driven environment and working under pressure to achieve targets.
* **Confidence in the use of ICT** including standard desktop applications; accurate keyboard skills.
* **An understanding of the principles of data management and security**

Technical requirements (Role Specific)

* + **Existing expertise** 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