**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Resilience Officer – Parking | **Grade**:  Sc4-SO1 |
| **Section:**  Parking Service | **Directorate:**  Resources |
| **Responsible to following manager:**  Resilience Team Leader - Parking | **Responsible for following staff:**  n/a |
| **Post Number/s:** | **Last review date:**  October 2022 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

To provide operational assistance to all areas connected to Parking administration including Supported Travel, Permits, Challenges and Compliance. The resilience programme will support the areas with resource issues, whether planned or unexpected.

**Specific Duties and Responsibilities**

To ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.

 To advise and support managers on relevant matters affecting the service.

 To contribute as required to performance review and improvement measures on an ongoing basis, helping to ensure that a customer focus is embedded within the function and innovative and creative solutions are evaluated to securing the highest quality and value for money function.

 To contribute as required to change programmes within the service.

***Scale 4***

 To facilitate residual scanning of items received outside of the automated processing for Penalty Charge Notices.

 To have a working overview and knowledge of all areas of Parking.

 To undertake duties commensurate the grading in any specific area of Parking.

 To be deployed to any Parking Team as directed for resilience measures.

***Additional duties Scale 5***

 To have an in-depth knowledge of all areas of Parking.

 To undertake duties commensurate with the grading in any specific area of parking.

***Additional duties Scale 6***

 To ensure development of all parking areas are disseminated for continued resilience.

 To be actively involved in project and support work.

 To be responsible for the collation and reporting of statistics showing resilience trends.

***Additional duties SO1***

 To make recommendations for changes to service practices through the identification of service improvements.

 To provide supervision as required to assigned staff and take responsibility for the allocation and checking of work by staff.

 To act as deputy Resilience Team Leader as required

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

* This role oversees the assessment and issue of Parking Permit applications for the various parking schemes across both Boroughs. The role will operate differing local policies.
* Administrative support is to be provided to the Head of Parking Services, Permits and Supported Travel Manager and Permits Team Leader to ensure that an efficient, effective and high-quality customer service is provided to members of the public and external bodies

**Team structure**

For the current structure please go to The Loop.

**Person Specification**

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| --- | --- |
| **Job Title:**  Officer – Parking – Resilience | **Grade**:  Sc4-SO1 |
| **Section:** Parking Service | **Directorate:** Resources |
| **Responsible to:**  Resilience Team Leader – Parking | **Responsible for:**  **n/a** |
| **Post Number/s:** | **Last Review Date:** October 2022 |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** | |
| Understanding of all Parking functions under the Head of Parking |  |  | **A/I** | |
| Understanding of applicable legislations per parking function |  |  | **A/I** | |
| Understanding of digital enhancement/improvement |  |  | **A/I** | |
| **Experience** | **Essential** | **Desirable** | **Assessed** | |
| Evidence of working in changing circumstances |  |  | **A/I** | |
| Experience of managing workloads with successful outcomes |  |  | **A/I** | |
| Evidence of investigation and resolution |  |  | **A/I** | |
| Experience of working in accordance with internal policies |  |  |  | |
| **Skills** | **Essential** | **Desirable** | **Assessed** | |
| Effective communication skills, both orally and written |  |  | **A/I** | |
| Demonstrate the ability to learn and undertake personal development |  |  | **A/I** | |
| Basic knowledge of and ability to use standard IT packages |  |  | **A/I** | |
| Ability to demonstrate attention to detail |  |  |  | |
| Ability to organise and prioritise own workload, within defined requirements for the role |  |  | **A/I** | |
| Flexible and adaptable with the ability to perform across a wide range of disciplines. |  |  | **A/I** | |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** | |
|  |  |  | **C** | |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**