



Job Profile comprising Job Description and Person Specification

Job description

Job Title: Parking Operations Officer	Grade: SO1 – PO1
Section: Parking Operations	Directorate: Environment and Community Services
Responsible to following manager: Assistant Head of Parking Operations	Responsible for following staff: Not applicable
Post Number/s:	Last review date: March 2021

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:

Responsible to the Assistant Head of Parking Operations, the post holder will assist in the day-to-day monitoring and administration of the Parking Enforcement Services contracts operating in Richmond and Wandsworth, liaising with contractors to monitor the delivery of the key performance measures in accordance with contractual requirements.



Specific Duties and Responsibilities:

1. To have detailed knowledge of the Road Traffic Act 1991, Road Traffic Regulation Act 1984, Traffic Management Act 2004, the London Local Authorities Act 1996, the London Local Authorities and Transport for London Act 2003 for enforcement purposes and the conditions of use of Blue Badges (disabled entitlement) and council permits.
3. Assists in the day to day monitoring and administration of the various contracts.
4. Organising day to day operations e.g. small events, special parking arrangements. Dealing with escalated / complex or contentious complaints from members of the public, or colleagues from other departments associated with the contracts/services provided. Assess whether or not parking discretion should be granted to members of the public.
5. Assists with the requirements covered by the contracts and services for major events such as, but not limited to, the Wimbledon Tennis Championships, the various River Thames boat races and bike races affecting the boroughs.
5. Liaise with the various contractors and service providers to monitor the delivery of the service and measure key performance indicators as per contractual arrangements in relation to all the contracts/services listed. This may include liaison with Directors, Councillors and MP's and members of the public whom complaints / enquiries may have originated from.
6. Responsible for daily download reports relating to each of the contracts/services as necessary and analysing the data and providing feedback to the Head of Service or Nominated Parking Operations Officer on any discrepancies, areas for improvement and ongoing performance levels. Retain and supply records for internal audits.
8. Collate information as required relating to the contracts/services for the purposes of assessing compliance levels, issue of liquidated damages and make recommendations accordingly.
9. Liaise with Transport for London (TfL) and London Councils and attend regular meetings for matters relating to the contract/services as listed.
10. Investigate and respond to customer complaints received by telephone, e-mail or text. Respond in writing to complainant's letters received within the department and allocated for resolution. Respond to Freedom of Information requests.



11. Assist with External/Internal Audits undertaken relating to contract service area as necessary.
12. Provide presentations as necessary to contractors and service providers to highlight policy and procedures required by the Councils.
13. Attend regular team meetings to impart or receive information and requests from team colleagues, including providing comment on the contracts/services listed.
14. Work with the Police on directed surveillance operations regarding theft of cash from pay and display machines.
15. Arrange and attend regular contract meetings for the contracts/services listed and ensure that appropriate minutes are produced, checked and filed for future reference.
16. Assists in the implementation of new technology and the development of new applications.
17. Researches and drafts committee and other reports.

Progression to SO2

18. Responsible for and leads on specific areas of major schemes and project management i.e. tender preparation, tariff changes, liaison with contractors for variations of contract, implementation of change(s) and introduction and monitoring of initiatives for improved performance from contractors.
19. Provide detailed and comprehensive guidance and advice supported by evidential reports to the Parking Operations Manager for regular updates or whenever appropriate, including contributions to the annual parking charges review.
20. Acquires working knowledge of other team members' responsibilities to provide temporary cover for periods of absence from work due to leave, sickness, retirement or resignation.
21. Leads on seeking the necessary accreditation relating to the contracts and services provided and maintains the documentation necessary as required.



22. Responsible for the supervision and operation of budgets associated with specific schemes such as Controlled Parking Zone lines and signs maintenance and Pay and Display machine replacement. Arranges for works to be undertaken and checked to enable payment to be approved.

Progression to PO1

23. Responsible for the initial supervisory guidance of new team members or temporary staff to familiarise themselves in the workplace, providing guidance and support so they can adjust to their new role and responsibilities.
24. To analyse data and feedback relating to the contracts and services listed to the Parking Operations Manager on any discrepancies, areas for improvement and ongoing performance levels. Retain and supply records for internal audits.
25. To provide responses to and briefs on variations/modifications to the contracts and services listed and on a range of similar issues in accordance with the contract as raised by the contractors/service provider.
26. Assists in the procurement of the contracts/service listed all in accordance with the Councils' procurement code, including attendance at the relevant procurement forums, drafting tender documentation and committee reports and liaison with the Councils' Procurement team and the Borough Solicitors.
27. Assists with the necessary checks of all the contracts/service requests for payment in accordance with the requirements of the Council and the contracts and make recommendations regarding such payments and process these once approved.
28. Represents the Councils at monthly contractual meetings and at external meetings relating to the contracts/services listed.

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.



number one for
service and value

- 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.



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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.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
To have detailed knowledge of the Road Traffic Act 1991, Road Traffic Regulation Act 1984, Traffic Management Act 2004, the London Local Authorities Act 1996, the London Local Authorities and Transport for London Act 2003 for enforcement purposes and the conditions of use of Blue Badges (disabled entitlement) and council permits	
Experience	
Proven contract management skills	



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Experience of successfully monitoring parking enforcement contracts in a local authority or a similar contract monitoring role that would be transferrable to this environment.	
Experience with the procurement/tendering of contracts.	
Experience of income reporting and analysing data.	
Excellent oral, written and presentation skills to provide clear and concise messages in a variety of internal and external contexts	
Skills	
Ability to develop partnering arrangements internally and externally	
Ability to organise and prioritise own workload to meet often conflicting targets and deadlines	
Ability to interpret information from a wide range of sources	
Basic knowledge of and ability to use standard IT packages (Microsoft Office and Outlook)	
Qualifications	
Business Qualification desirable.	

A – Application

I – Interview

T – Test

C – Certificate