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Job Profile comprising Job Description and Person Specification

Job Profile

Provisional Job Title: Head of Parking Operations	Grade: MG1
Section: Parking Operations	Directorate: Environment & Community Services (Traffic & Transport)
Responsible to: Assistant Director – Environment & Community Services (Traffic & Transport)	Responsible for: 7 FTE

Working for the Richmond/ Wandsworth Shared Service

This role is employed under the Shared Service Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Service 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 Service Arrangement aims to be at the forefront of forging change in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose:

To oversee a service responsible for the management of parking operations for Richmond and Wandsworth Borough Councils, ensuring all aspects of the service are delivered with a customer focused approach and administered within the statutory and local processes.

Specific Duties and Responsibilities:

1. To provide strategic and motivational leadership of staff, providing a visible presence to the workforce and promoting a good working environment with the primary aim of delivering high quality services.



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2. To set service objectives and targets, monitor work and set work processes and staff performance targets, establish work and quality processes, monitor and manage performance, ensuring services targets are met.
3. 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.
4. To provide effective management of staff including recruitment, training, development and appropriate application of policies and codes of practice on staffing matters.
5. To be responsible for the implementation of change to the service procedures brought about by legislative changes or changes to good practice.
6. To advise and support Members on all relevant service matters, including advising on legislative developments, making policy proposals, commenting on reports, and attending Member meetings as required.
7. To ensure business and budget plans are produced for all functions within the service and ensure they are effectively managed within the approved budgets.
8. To ensure that performance review and improvement and customer focus is embedded within services, as well as seeking innovative and creative solutions to securing highest quality and value for money services.
9. To effectively manage programmes and projects to ensure they deliver on time and within agreed budgets.
10. To ensure that effective commissioning and market testing of service processes, ensuring delivery to specification and within budget and to manage processes for the timely re-procurement of relevant contracts in liaison with procurement and legal.
11. To negotiate contract annual reviews with Contractors/Service providers as necessary to achieve the best outcome for the Councils.
12. To promote and develop good working relations and collaborative arrangements with relevant third-party organisations agencies and other statutory and non-statutory bodies public organisations, to forge effective partnership working.



13. To represent the SSA, and where appropriate, customers, in dealing with external organisations.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the Boroughs of Wandsworth and Richmond services.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work 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 the both Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your 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

Responsible for parking operations across the two Boroughs enforcing all parking restrictions, which includes 53 Controlled Parking Zones, 116 controlled housing estates and 26 off-street car parks.

Responsible for managing parking operations budgets totalling XXXX

Manages:

1 X PO4

5 X SO1/PO1

Required to attend committee meetings and other high-level meetings out of hours and/or off site.

Required to deputise for the Assistant Director for Environment & Community Services (Traffic & Transport) in relation to the post holders' areas of responsibility

Team structure

For the current structure please go to The Loop.



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Post Number/s:	Date:

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.

Requirements	Assessed by A & I/ T/ C
Knowledge	
To have detailed working 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.	A / I

Proven and substantial experience of operating at a senior level and successfully overseeing the management of parking related.	A / I
Detailed knowledge of financial management systems and processes. Experience within a local authority setting would be an advantage.	A / I
Detailed working knowledge of Notice Processing Systems, experience of 3Sixty and Taranto would be an advantage.	A / I
Knowledge and experience of providing detailed service/financial reports at a senior management level.	A / I
Knowledge and understanding of available and emerging system/process enhancements and digital/alternative delivery methods to improve efficiencies and service delivery	A / I
Experience	
Experience of successfully leading diverse and high performing teams of staff.	A / I
Experience of managing large budgets and allocating staffing resources.	A / I
Evidence of successfully leading change and delivering positive outcomes.	A / I
Experience of successfully managing own workload and that of others in an environment where deadlines and priorities frequently change and are often conflicting.	A / I
Significant experience of using standard IT packages to an advanced level as required for the role.	A / I
Skills	
Ability to review operational processes with a view to improving efficiency and minimising costs.	A / I
Good oral, written and presentation skills to provide clear and concise messages in a variety of internal and external contexts.	A / I
Skilled motivator, with the ability to cultivate determination and creativity within the workforce.	A / I
Politically aware, with the ability to work with elected members in varying settings.	A / I
Qualification	
Relevant professional qualification accredited learning qualification or equivalent experience.	C

A – Application

I – Interview

T – Test

C - Certificate