Parking Business Services Manager

Salary: Band 12 - £54,142 - £58,632 per annum

Hours per week: 37 hours per week

Contract type: Permanent

DBS Disclosure at Enhanced level will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

The Service

Economy, Transport & Planning Directorate – Parking Service

What does the Service do?

The Parking Service is responsible for delivering parking enforcement, permit management, Blue Badge administration, debt recovery, parking operations and customer services across Portsmouth. The service helps keep the city moving safely and efficiently by ensuring parking regulations are administered fairly and effectively.

The team manages a wide range of functions, including:

• Penalty Charge Notice (PCN) processing and appeals.

• Debt recovery and enforcement.

• Blue Badge administration and compliance.

• Resident parking permits and parking schemes.

• New parking schemes.

• Customer service and public enquiries.

• Parking policy implementation and system development.

The service plays a vital role in supporting residents, businesses and visitors while contributing significant income towards Council services.

What is the role?

The Parking Business Services Manager leads the business support and administration functions of the Parking Service, ensuring the efficient delivery of parking-related services, systems and processes.

The role manages the recovery of approximately 90,000 Penalty Charge Notices annually, oversees Blue Badge and permit administration, leads major projects and procurements, and acts as the strategic lead for Blue Badges across Portsmouth City Council.

As a member of the Parking Management Team, you will play a key role in shaping parking policy, service improvements and operational decision-making, whilst deputising for the Head of Transport Operations when required.

What will you do?

This is a varied role where no two days are the same.

Typical responsibilities include:

- Managing parking administration, permit and Blue Badge services.
- Overseeing the processing, appeals and recovery of approximately 90,000 PCNs annually.
- Acting as strategic lead for Blue Badge services and policy.
- Appeals manager for Blue Badge decisions in conjunction with Adult Social Care
- Managing relationships and performance of Enforcement Agents (Bailiffs).
- Monitoring income, expenditure and budget performance.
- Providing financial forecasts and performance reports.
- Leading major procurement projects and contract renewals.
- Managing parking system upgrades and implementation projects.
- Managing the implementation of resident parking zones and permit schemes.

• Advising councillors, directors and senior managers on parking matters.
• Writing reports for Cabinet Member decision meetings.
• Managing complex customer complaints and sensitive cases.
• Ensuring legislative compliance across parking services.
• Deputising for the Head of Transport Operations at leadership meetings.
• Delivering service improvements and new ways of working.
• Provide expert advice and guidance on new projects including new traffic enforcement schemes, moving traffic enforcement, bus lane enforcement etc

You will also lead significant projects involving:

• Permit system development.
• Blue Badge legislation changes.
• Back-office system procurement and upgrades.
• Multi-million-pound service contracts.

Who is the person?

We are looking for an experienced and motivated manager with a passion for delivering excellent customer-focused services.

You will be a confident leader who can motivate teams, drive service improvements and manage complex operational challenges.

You will possess excellent communication and problem-solving skills, have a strong commercial awareness and be comfortable working with senior managers, elected members, contractors and members of the public.

You will be able to balance strategic priorities with operational delivery and thrive in a busy environment where no two days are the same.

You need:

Essential Qualifications

• Degree-level qualification or substantial equivalent experience.

Essential Experience

• Extensive experience managing large customer-focused administrative services.

• Experience managing office-based operational teams.

• Experience of financial administration, budget monitoring and income management.

• Experience in procurement, contract management and managing supplier performance.

• Experience leading projects and implementing service improvements.

• Experience working within a senior management team environment.

• Experience preparing business cases and reports for senior managers.

• Experience dealing with complex customer complaints and challenging situations.

• Experience in working across multiple teams and delivering against competing priorities.

Essential Skills

• Strong leadership and people management skills.

• Excellent communication and presentation skills.

• Excellent customer service skills.

• Strong analytical and problem-solving abilities.

• Ability to interpret legislation and apply professional judgement.

• Financial management and budget monitoring skills.

• Ability to influence and negotiate with stakeholders.

• Ability to initiate and manage organisational change.

• Strong report writing and business planning skills.

• Excellent IT skills, including Microsoft Office applications and associated databases.

• Ability to develop and support staff performance and wellbeing.

Desirable Experience

• Experience of parking administration processes including appeals and debt recovery.

• Experience implementing parking technology systems.

• Experience working within local government or other political environment.

• Experience representing services at regional or national industry groups.

Desirable Knowledge

Detailed knowledge and understanding of:

o Road Traffic Regulation Act 1984

o Road Traffic Act 1991

o Traffic Management Act 2004

o Transport Act 2000

o Disabled Persons (Badges for Motor Vehicles) Regulations

o Parking enforcement and appeals procedures

o Debt recovery processes

o Blue Badge legislation and administration

Additional Information

This post is politically restricted under the terms of the Local Government and Housing Act 1989.

This role is eligible for a DBS check and the DBS have published a privacy notice to ensure individuals are fully informed of the use of their personal data; their rights and that Portsmouth City Council are meeting the necessary requirements when

submitting DBS checks. It is important that you read and understand this privacy policy before any application is submitted to the DBS.

Visit the Gov website to read the full policy.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our careers portal.