



## Parking Enforcement Manager

**Salary:** Band 12 - £52,412 - £56,759 per annum

**Hours:** 37 Hours per week

**Contract:** Permanent

### The Service

The parking service provides a range of activities including, on and off street parking provision, permit administration, blue badge assessment, criminal investigations and enforcement by Civil Enforcement Officers and by camera. In providing these functions the service needs to support the Council's wider policies and work closely with other areas of the Council particularly in events and cultural activities.

The parking service deals with a large number of customers often with difficult situations and also handles large amounts of income and has significant expenditure budgets.

### The Role

Parking enforcement plays a vital role and operates 7 days a week with standard hours between 7am and 10pm but also with pre-arranged working outside these times. There are over 50 CEOs divided into 4 teams each with a Supervisor. In addition to ground patrols there is enforcement of Bus Lanes, School Keep Clear Markings, Clean Air Zone and Moving Traffic Contraventions using ANPR cameras. The operation is co-ordinated from a Traffic Management Centre in the main Civic Office. The enforcement team also includes a Suspension Team which administers and arranges the suspension of parking places.

Reporting to the Parking Team Manager the Parking Enforcement Manager will principally be a strategic role:

- To lead and manage the Parking Services enforcement operation through Civil Enforcement Officers, ensuring effective, efficient and fair enforcement that meets the Council's statutory duties and policy objectives.
- To critically analyse data and review enforcement trends to develop, monitor and report against a Parking Enforcement Strategy.
- To act as the Council's subject matter expert on parking enforcement, advising Senior Managers, Councillors, residents and external organisations.
- To provide oversight and leadership in the development and delivery of Moving Traffic Enforcement powers, enforcement camera deployment and enforcement strategy.
- To champion and embed the Council's Corporate Values and Behaviours across the enforcement workforce, ensuring a One Council approach.
- To oversee enforcement income and expenditure, ensuring efficient use of resources and reporting recommendations to the Parking Manager and Cabinet Member where required.



- To deputise for the Parking Manager when required.
- To ensure all staff are adequately trained and aware of Council policies and statutory requirements.
- To manage and cover for the Civil Enforcement Lead who manages the staff through their section managers.
- To ensure contracts within the enforcement service are effective, represent best value and comply with procurement rules.
- To be the senior manager responsible for the enforcement and suspension teams and the Traffic Management Centre.
- To work with the Parking Manager and wider parking team to ensure high standards of customer care.

### **Duties and Responsibilities**

- To create, implement and continuously review a Parking Enforcement Strategy, using data and customer insight to determine priorities and ensure enforcement reflects changing restrictions and demands.
- To recommend changes in establishment and practices to ensure statutory compliance and operational efficiency.
- To provide expert advice on enforcement law, best practice and operational procedures, ensuring compliance with the Traffic Management Act 2004, Road Traffic Regulation Act 1984 and associated regulations.
- To keep up to date with legislation, best practice and emerging technology.
- To represent the service at meetings relating to public concern, developments and events.
- To work with the parking office to monitor trends in cancellations and use this information to improve enforcement quality.
- To provide expert advice to colleagues in the Transport Section and other parts of the Council on all matters relating to enforcement law, best practice and operational procedures. Ensuring the service meets the Statutory Guidance for English Local Authorities on the Enforcement of Civil Parking Contraventions and
- To work with the parking office to monitor trends in cancellations and use the information to improve the quality of enforcement
- To attend and contribute to management meetings within the parking service and wider Transport Group to ensure awareness and co-ordination on aspects that impact on other parts of the service or services.
- Contribute to an annual parking report detailing actions and changes during the years business



## Who is the person?

- The post holder needs at least 4 years' experience of managing a large Civil Enforcement team in a similar role is essential.
- Ideally educated to degree level in Business Administration or a related subject or relevant other qualifications applicable to the role.
- Your areas of expertise should include:
  - Leading and managing a large operational workforce
  - Human resources and staff development
  - Budget setting and financial management
  - Public speaking and stakeholder engagement
  - Interpreting and applying legislation
  - Health and safety
  - Letter and report writing
  - Business planning and understanding the political environment.
- A detailed understanding of parking legislation including the Traffic Management Act 2004, Road Traffic Regulation Act 1984 and associated regulations.
- You will be a good communicator in writing and verbally and be able to present, motivate and inspire.
- You will have experience of managing change successfully and bringing people with you
- You will be a problem solver and demonstrate an ability to find practical solutions
- You will be able to interpret and understand data and use it as evidence to support conclusions.
- You will be able to self-manage work under pressure and prioritise tasks to ensure best results for the service
- You will have excellent computer skills, including the use of databases and Microsoft office suite. Experience of preparing detailed written reports and analyse the complex data.

## Additional information:

### General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.



For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

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

