

## **WOKING BOROUGH COUNCIL**

### **JOB DESCRIPTION**

<b>Post:</b>	<b>Car Parks Manager</b>
<b>Grade:</b>	<b>W5</b>
<b>Team:</b>	<b>Place</b>
<b>Function:</b>	<b>Parking Services</b>
<b>Responsible to:</b>	<b>Parking Services Manager</b>

#### **Budgetary Responsibilities:**

- Staff – £161k.
- Other Direct – £5.9m income from parking fees.
- Other Indirect – £2.95m expenditure for allocated car park costs such as NNDR, insurance, utilities, operational costs such as icy condition management and contractual costs relating to parking equipment maintenance.

**Total: £9m**

#### **Job Purpose:**

- To carry out the daily management and delivery of car parking services in Woking.
- To assist in the development of a cost effective, efficient, proactive, and responsive parking services operation in Woking.
- To provide both operational and strategic advice in support of the Council's priorities.
- Serving to promote and maintain an environment and culture which has the highest standards and places customers first.

#### **Key Area: PLACE - An Enterprising, Vibrant and Sustainable Place**

We will help to create a sustainable community which has a strong identity and is a place where people want to be, by:

- maintaining a high-quality natural environment where resources are used wisely, and biodiversity is conserved.
- creating a high-quality built environment which meets local needs, and enables an enterprising culture to flourish and the local economy to prosper; and
- providing, in collaboration with partners, the physical and electronic infrastructure to enable efficient and integrated travel and to support high quality electronic services.

#### **Main Tasks:**

1. Manage the daily operations of Woking Borough Council (WBC) car parks.
2. Provide managerial cover for the Parking Operations Manager and Parking Services Manager, as required.
3. To be innovative and develop the parking service utilising new technology and new ways of working to maximise efficiency and productivity.

4. Prepare agendas and support the Parking Services Manager with any internal or external meetings, as directed.
5. Assist with public consultations with the Parking Services Manager where required.
6. Participate and, at times, lead, on events to support with any emergency incidents and collaborate on WBC volunteer initiatives, as required.
7. Assist and produce data to the Parking Manager for councillor enquiries, Freedom of Information requests, Subject Access Requests and any additional statutory data requirements.
8. Be responsible for the completion of weekly car park inspections, recording all health & safety issues, in addition to normal facility management issues and in close working relationship with other WBC services.
9. Be responsible for the completion of all risk assessments within the car parks.
10. To ensure all car parks are well maintained and modern, undertaking planning and project work to maintain Park Mark accreditation.
11. To maintain excellent knowledge and understanding of all relevant legislation, statutory guidance and best practice within the parking industry, developing a strategic approach to parking across the borough and future implications for the service.
12. To ensure that car parks management are carried out in accordance with the Council's legal obligations, accepted professional standards, parking legislation and any other relevant legislation (including data protection, equalities, health and safety and safeguarding) and that appropriate Car Parks Orders are valid and in place.
13. To ensure the service always strives to meet its purpose, continuously improving and adding value to the customer experience. Providing appropriate challenge to ensure this happens. Communicate positively, challenge positively and welcome change.

#### **People Management:**

- Be responsible for the monitoring and managing of Car Park Ambassador performance as well as recruitment. Hold regular team meetings and one to one sessions as well as fulfill Performance and Development review requirements. Use meetings to communicate clear and consistent messages and provide support to the wider team.
- Ensure members of the team you are responsible for are suitably and sufficiently trained for all aspects of their role, as well as completing all corporately directed training.
- Be responsible for Car Park Ambassador rotas and ensure effective working schedules to achieve optimal running of WBC car parks. Ensure staffing levels are maintained to maintain 24/7 coverage at all times, utilising agency cover where necessary.

#### **Service Management:**

- Be responsible for accurate and timely monthly and ad-hoc performance reports, providing statistical analysis for management review.
- Manage the Car Park Management System (CPMS) contract with the current supplier. Monitor KPIs and SLAs in line with contract and hold monthly meetings

with the supplier, and be responsible for ensuring the highest service performance and maximum value for money is extracted from the contract.

- Be responsible for the monitoring and review of car park software systems. Systems include those used for the management of the car park in the CPMS contract, pay and display systems, CCTV, help points and variable messaging signs (VMS) on the highway, ensuring the optimal performance and maintenance of machines and software.
- Be responsible for security and guarding arrangements in WBC Car Parks, at all times.
- Operate as the escalation point for any car park complaints that require complex support.

**Financial Responsibility:**

- Be responsible for the budget management of car parks and ensure monthly 'Green Book' data is correct and up to date at all times. Take opportunities to drive improvements for cost reductions and optimise income.
- Monitor and report all income and expenditure associated with car parks. Ensure the financial processes for banking car park income are processed, within service level agreements and assist with the reconciliation process of income related to car park machines and digital car park income streams.

**Other Responsibilities:**

- To undertake other duties which may arise or as may be delegated from time to time, commensurate with the skills required for this post.



### Candidate Screening

<b>Does Rehabilitation of Offenders Act 1974 apply?</b>	No
<b>Disclosure and Barring Service check required? *</b>	No
<b>If yes, what level?</b>	Choose an item.
<b>Is this a Politically Restricted Post?</b>	No
<b>Does this role have emergency responsibilities?</b>	Yes

\* Please note that whilst DBS is not required, an essential requirement of the role is gaining successful vetting from Surrey and Sussex Police in order to operate within the CCTV room and Alarm Receiving Centre (ARC), where the car parks operational team is based. There is no cost to doing this and it is arranged once successful in the role by the Council.

### Woking Borough Council Role Map

**Job Title: Car Parks Manager**

**Team: Place**

**Function: Parking Services**

<b>Behaviours</b>	<b>Level required</b>
Shaping our Future	3
Leading our People	3
Delivering for our Customers	3
Making Change Happen	3
Team and Partnership Working	2
Communicating Openly	3
Performance Management	3

Please refer to the Council's Behavioural Framework for examples and indicators of the expected behavior required at each level.