
Recruitment information

Job description and person specification

Your title	Assistant Parking Operations Manager
DBS check	N/A
Post number	
Your team	Customer Operations and Transformation
You would be based	Esher, Civic Centre
Your line manager	Parking Operations Manager

About the role

In this role you will be working within the Parking Services team at Elmbridge Borough Council. The team is committed to supporting residents and local businesses by providing accessible, safe and affordable car parks throughout the borough, allowing our high streets to thrive, and residents and visitors to enjoy all this area has to offer.

The Car Parking Strategy 2022-2030, is at the core of everything we do and sets out our aims for the coming years and how we will support and improve our car parks, taking into account our customer's needs, new technologies, and the environment.

You will be responsible for assisting the Parking Operations Manager with overseeing the day to day running of the parking department as well as assisting with projects, reports and data analysis.

The main purpose of the role:

- Work with the Parking Operations manager to deliver an efficient, effective and innovative parking service.
- To be responsible for the effective management, training and quality assurance of the Parking Services team.
- To Supervise the notice processing, debt recovery and permit operations.
- To maintain the operations effectiveness of car parks
- To manage and deliver parking projects
- To assist the Environment Officer and StreetSmart when needed
- To work effectively with contractors to high levels of service.
- Experience of pay and display maintenance.
- Experience of maintenance of the surface and furniture within car parks
- To Deputise for the Parking Operations Manager as required

Specific duties and responsibilities

1. Assist the Parking Operations Manager with policy and procedure development related to the delivery of Parking Services
2. To be fully conversant, and to stay up to date with all relevant legislation relating to Parking and Civil Enforcement

3. To line manage the Parking Services Team in accordance with the Councils employee management procedures, set targets through regular monitoring of performance of team members.
4. To ensure that employees are properly briefed, have the most up to date information needed to do their job successfully, and understand the implication of the changes of their work.
5. To provide monthly statistics and forecast planning (parking Income)
6. Make suggestions for developing procedures to improve service delivery, customer focus and efficiency.
7. To carry out all duties in accordance with relevant legislation, Council policies, procedures, and standards
8. Gathering and preparing data
9. Report, analyse and interpret management information.
10. Monitoring income - financial reconciliation to identify any potential risks.
11. Provide supporting data for project work, monitor progress and set deadlines.
12. Assist with budget and tariff setting. (Costs estimation and budget creation).
13. Provide insight regarding trends and changes in use of the car parks and income.
14. In liaison with contractors to monitor the daily car park operations and to problem-solve minor technical issues and/or liaise with external contractors to minimise service interruption
15. Undertake any other duties determined by the Parking Operations Manager or Customer Operations Manager, as appropriate.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We always expect the highest standards of conduct from our employees, and you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your application form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic

or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

Title: Assistant Parking Operations Manager

Post No:

Team: Customer Operations

Hours: 36

**Salary:
PO36 – PO40**

Car Allowance: Casual C1

Key requirements	Desirable/ essential	To be tested by: Application (A) Test (T) Interview (I)
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Qualifications and Education			
1.	Education to GCSE or equivalent	E	A

Experience			
2.	Preparing and presenting accurate and relevant management information	E	A, T, I
3	Providing high-quality statistical data analysis	E	A, I
4	Background in parking operations	D	A, I
5	Experience of project management	E	
6	Knowledge of contract management	D	
7	Experience of effectively managing people	E	

8	Experience of Maintenance to Pay and Display machines	D	A, I
9	Experience of IT systems including Excel and Notice Processing systems	E	

Knowledge, skills and abilities			
10	Collaborative approach	E	A, I
11	Strong verbal and written communication skills	E	A, T, I
12	Good organisation and planning skills	E	A, T, I
13	Effective problem solving	E	A, T, I
14	Contributes to effective teamwork	E	A, I
15	Able to work on own initiative	E	A, I
16	Commitment to high standards	E	A, T, I
17	Strong IT skills	E	A, T
18	Strong numerical and analytical skills	E	A, T, I
19	Data and performance management skills	E	A, T, I
20	A strong understanding of finance and reconciliation	D	A, I
21	Knowledge of parking legislation	D	A, I
22	Team Player	E	

Special requirements			
23	Flexible approach to working patterns	E	A, I