

Job Description

Job Title	Enforcement Compliance Manager
Directorate	Neighbourhoods and Housing
Service Area	Parking Services
Grade	12
Competency Level	3
Salary	£68,419 – £75,869
Job Type	Hybrid
Location	Mount Pleasant
Disclosure and Barring Service (DBS)	Not applicable
Job Evaluation Ref No	A8869

Job Purpose

The Enforcement Compliance Manager will perform a range of duties involving contributing and providing support towards the achievement of corporate objectives and those of the Portfolio, as well as effectively managing the performance of Parking Services to ensure Council objectives and targets are achieved.

The post holder will also facilitate the overall improvement in the management and performance of the compliance team of the City Council through providing leadership and guidance to Administration Officers and Administration Supervisors, ensuring



they are sufficiently trained and equipped with the expertise and attentiveness to conduct a high-quality, customer-focused service; providing and maintaining administrative support as well as, developing innovative methods to improve office systems and achieve team objectives.

Directly Responsible For:

Parking Administration Supervisor, Manager – Blue Badge Issuing, Commercial Performance Manager

Directly Responsible To:

Head of Parking Services

Main Areas of Responsibility:

- To manage the delivery of the parking compliance office effectively and efficiently, in line with any Service Level Agreements and Performance Indicators
- To manage the delivery of the Disabled Persons Blue Badge Scheme and co-ordinate responses to applicants who have appealed the decision of a Disabled Persons Blue Badge mobility assessment
- Lead, manage, motivate, and develop teams in a way that encourages innovation and delivers a high standard of customer service through the use of various technologies and in response to staff and customer feedback
- Proactively develop operational arrangements to reflect current and future legislative and other requirements, achieve efficiency improvements and develop commercial options
- To effectively manage the performance of the Parking Services staff to ensure all Council objectives are achieved
- Work closely with the Head of Parking Services and other Members of the Parking Leadership Team, to manage strategic relationships with relevant

organisations, and represent the Council at regional, national, and industry events. Proactively build and maintain good working relationships and communicate effectively with all stakeholders to support benchmarking and best practice across areas of responsibility

- Work closely with the Head of Parking to optimise commercial opportunities for income generation and manage all associated assets in order to deliver cost effective services
- Plan and implement procedures, systems, and procurement of equipment to meet continuous improvement objectives and Best Value of the Service
- To manage all parking related contracts on a daily and ongoing basis e.g., enforcement, bailiff, and cash collection; monitor the reconciliation of monthly invoices from providers and contractors
- To liaise with suppliers to provide quotes for goods / services to ensure best value to the city council and produce detailed invoices for services from suppliers and for permits and services from Parking
- Support procurement of consultancy, works and services relating to parking services in collaboration with corporate procurement colleagues
- Provide advice to Senior Manager, Chief Officers, Cabinet Members and Councillor's with matters relating to Parking Service
- To be committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). Responsible for ensuring that the work we undertake is compliant with the General Data Protection Regulations
- Deal with complaints proactively in accordance with the Council's Complaints Procedure and solve problems at the earliest stage. Exemplify positive customer service behaviours and promote a culture focused on ensuring customer needs are met
- Manage and co-ordinate all responses to cases in iCasework on behalf of the Chief Executive; monitor timescales for responses; provide advice,

guidance, support and challenge Operations, Blue Badge, and Enforcement Compliance Departments in Parking Services on how to respond in line with the HYS scheme to an acceptable standard

- Freedom of Information responses, gathering of figures, reports etc for the Chief Executive's Directorate. The co-ordination of Freedom of Information (FOI) and Subject Access requests from the Information Team to ensure responses are produced and redactions are completed in line within legal timescales and legislation. Advise officers of appropriate legal exemptions and general queries on request and how to respond
- To formulate, implement and review work programmes for all areas of activity to ensure that they are managed in accordance with best practice, health, and safety of employees (including agency staff) and customers, legislative requirements and Council policy
- Identify relevant training opportunities for staff and make arrangements as appropriate and ensure staff are adequately trained in all necessary aspects of service delivery to promote safe working practices and ensure all staff are aware of and are following relevant Council policies and procedures
- Maintain accurate and up to date records of all matters associated with the duties and responsibilities of the role to enable the efficient and effective monitoring of performance and to provide data and statistics to aid service improvement
- To maintain conversant of updated parking regulations and fraud legislations in order to allocate resources appropriately and ensure such updated information and advice is made available to relevant members of staff
- Follow agreed process and use appropriate communication, IT systems, and electronic devices for work planning and reporting purposes. Assist in the provision of regular audits of IT systems
- Lead staff during any change management process, communicate with and support direct reports and provide explanation for the reasoning behind any change. Positively communicate with all employees within Parking services

through regular team briefings, briefing notes and one to one discussion where appropriate

- To be aware of the Council's responsibilities under the Data Protection Act for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply
- To support procurement of consultancy, works and services relating to parking services in collaboration with corporate procurement colleagues
- To contribute and play a key role in developing wider policies for the Parking Service, aligning to the Council's strategic objectives for traffic movement across the city, linking to environmental, climate change, transport and regeneration works
- To advise and work with elected members and local Town and Parish Councils, providing advice and guidance relating to area of expertise and make recommendations where required to address areas of concern
- To attend internal and external meetings where required including with Community Boards, Town / Parish Councils, and Elected Members
- To manage the team and project resources / budgets as required, achieving value for money. Provide accurate performance and / or management information in respect of service delivery (including that of suppliers, contractors, and delivery partners). Liaise with external contractors / suppliers to co-ordinate appropriate service delivery
- To identify, recommend, and support development and delivery of improvements in team processes and the Parking Policy. To identify additional service requirements or service shortfalls and recommend solutions. Co-ordinate initiatives to improve business processes and performance
- To identify additional service requirements and opportunities to establish new ways of working. Recommend innovative solutions. Lead initiatives to design and deliver improvements. Assess and mitigate any associated risks
- To undertake procedures under Quality Management Systems as directed and to operate in compliance with council procedures, best practice and

current legislation and guidance. To ensure compliance with relevant health and safety legislation and to understand Health and Safety responsibilities with area of responsibility

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing your own functional cost centre budget, time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This post will involve using a computer screen and sitting at a desk for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Commitment to managing people well and in line with the Council's People Plan
- Business continuity, emergency planning and risk management
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan
- Participation in the tactical/out of hours rota

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level: **Level 3**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Degree or formal qualification in a relevant discipline. This can include a management qualification and / or formal training (A)

Desirable

- Competencies associated with NVQ level 3 / 4

Experience

Essential

- Demonstrable supervisory experience in a relevant discipline (A ,I)
- Significant experience of working with partners / stakeholders (A, I)
- Experience of working in a quality assured environment (A, I)
- Experience of managing budgets (A, I)

Desirable

- Experience of procuring goods and Services from a wide range of suppliers / contractors
- Experience of creating and providing detailed management reports
- Ability to fully navigate around and use a range of ICT solutions



- Extensive experience of working in a value for money environment

Skills/Abilities

Essential

- Ability to work with and harness the output from the team and other partners (A, I)
- Good communication skills, both verbal and written (A, I)
- Good presentation skills (I)
- Problem solving skills (I)
- Ability to develop solutions to improve productivity (I)

Desirable

- Experience of working with community groups, business sector and the public
- Experience and detailed understanding of a Parking related ICT solution
- Ability to deal in a considerate manner with the public, councillors, and officers
- Experience and commitment to staff development
- Able to identify and respond to the needs of the customer
- Adaptable, flexible, and capable of team working

Commitment

Essential

- Represent the Portfolio at meetings out of normal office hours (A, I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Working understanding of quality systems
- Working understanding of IIP
- Working understanding of Best Value
- Working understanding of finance systems

Other

Essential

- Be responsible for the safe keeping information / data in relation to parking enforcement, regulation, parking income and other systems in accordance with the Council's Information Governance Policy (A, I)

Desirable

- Current, clean, and full manual UK driving licence