

## Job Description

<b>Job Title</b>	Car Park Supervisor
<b>Directorate</b>	Neighbourhoods and Housing
<b>Service Area</b>	Parking Services
<b>Grade</b>	7
<b>Competency Level</b>	2
<b>Salary</b>	£38,223 - £43,421
<b>Job Type</b>	Field Based
<b>Location</b>	Kings Dock Car Park
<b>Disclosure and barring service (DBS)</b>	Not Applicable
<b>Job Evaluation Ref No</b>	
<b>Job Number</b>	AV06

## Context

Parking Services has a statutory duty to enforce parking restrictions on roads and car parks under the Road Traffic Act 1991 and the Traffic Management Act 2004, particularly the recent Traffic Management Act Part 6 which authorises the enforcement of moving traffic offences. The parking services staff therefore, contribute greatly to the improvement of road safety, the reduction of traffic congestion, enhanced accessibility for road users, especially those who are vulnerable.

## Job Purpose

The Car Park Supervisor will administer an efficient and effective delivery of parking enforcement and other parking service provisions with a fair, accurate and consistent manner for all designated Liverpool City Council's controlled parking areas. Whilst overseeing the work of all Car Park Attendants and reporting to Car Park and Customer Manager on all activities including, financial reports, nonconformities, incidents, grievances, training, staff levels and recruitment. Maintain effective working relationships and regular liaisons with suppliers and contractors, ensuring all forms of correspondence are compliant with Statutory guidelines and GDPR expectations.

They will also provide leadership and guidance to Car Park Attendants, monitoring productivity and output of the Attendants, often acting as a representative for the team and providing performance and system reports to the Operations and Assets Managers. Also, ensuring they are sufficiently trained and equipped with the expertise and attentiveness to conduct a high-quality, customer-focused service; uphold the security and maintenance of parking facilities as well as, developing innovative methods to improve office systems and achieve team objectives, in accordance with council policies and procedures.

### Directly Responsible For:

Car Park Attendants

### Directly Responsible To:

Car Park and Customer Manager

## Main Areas of Responsibility:

- To manage and motivate a team of Car Park Attendants in delivering high quality, parking service and enforcement citywide in agreement with the Council's policies and procedures
- To monitor and support the daily operational activities and the performance of Car Park Attendants, ensuring the team is prepared to act as the first point of contact for parking related queries and questions
- To maintain current knowledge and understanding of updated parking regulations and legislations in order to allocate resources appropriately and ensure such updated information and advice is available to relevant members of staff
- To oversee the processing of new staff including interviewing, training and background checks alongside the execution of investigations, training and welfare checks of ongoing staff
- To be flexible in the performance of stated duties and potentially undertake other responsibilities in the absence of supervised staff
- To record daily car park defects or machine faults and liaise with contractors / suppliers for the maintenance of parking equipment and machines, repairing such faults
- To manage reports of faulty parking equipment, including pay machines and barriers and schedule emergency repairs with relevant contractors
- To assist the Service Area Manager in producing budget management and performance management reports; ensuring that income is maximised and that budgets operate within agreed cash limits, and targets are achieved
- To assist with the development, monitoring and implementation of a range of quality management processes, such as Investors in People, etc. with the aim of continually improving the level of service for our customers; to set, monitor and record performance against targets; and to help improve customer consultation

- To work within these HR Policies and Procedures, or comparable policies which reiterate the ethics of the workplace environment and encourage the development and wellbeing support of staff
  - Oracle sickness
  - Performance Appraisal
  - Let's Talk
  - Payroll
  - Attendance and Timekeeping
  - Occupational Health Reports
  - Back to work Interviews
- To construct written and verbal reports on the performance and progress of the parking service, providing them to senior managers and other council service teams
- To represent the council and the parking services team in a professional manner, providing parking related as well as, general advice to members of the public and other local authorities when attending meetings
- Collate and audit revenues from all off-street car parks and pay and display machines; maintain regular records highlighting any variances
- To implement and conduct the recruitment and training of staff in compliance with the City Council's Code of Practice on Recruitment and Selection
- To support the Operations manager with capability and disciplinary investigations in addition to carrying out projects within the wider parking service; potentially deputising in their absence where necessary, in accordance with the Council's procedures
- To manage large and complex external contractors with regard to CCTV software, hardware and infrastructure whilst also providing expert technical advice on system specifications and design of CCTV enforcement systems
- To be assigned data controller for all CCTV recordings and ensure that these are processed in line with the strict legal requirements and CCTV Code of Conduct policies, the Data Protection Act as well as the Protection of Freedoms Act

- To act upon and handle complaints and enquiries from members of the public and councillors in accordance with service standards whilst remaining independent and objective from the interests of the applicants and residents
- 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 perform any other relevant duties as may be required from time to time which are commensurate with the grade including those which are in the interest and / or improvement of the service, or in response to the exigencies of the service

### **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
- To provide motivational leadership and champion effective customer focussed services across your areas of responsibility, setting standards to ensure clarity of vision, and ownership and pride in service provision. To encourage, coach, train and develop individuals and teams to enable them to maximise their capacity and facilitate effective delegation
- To ensure the efficiency, effectiveness and quality of services, within your area of responsibility, through the performance management of individuals and teams

### **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

- Being fully accountable for the effective management and control of delegated capital and revenue budgets in the delivery of the Council's strategic objectives and policies
- Complying with all statutory requirements, Standing Orders and Financial Regulations of the City Council, and being responsible for making sure that all those you manage also comply with such requirements
- Maintaining a close control of their delegated revenue and capital budgets, stewardship of assets and reporting any financial risks
- Maintaining up to date financial records on the Corporate Finance System
- Have regard for and use of relevant performance and financial benchmarking data as part of business planning to identify opportunities for improved value for money
- Bringing to the timely attention of the relevant line manager any material issues that might impact on the financial performance or financial management arrangements of the Council

## **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:**

- Working outdoors throughout the day in various weather conditions
- Patrolling on foot for extended periods
- Viewing monitors / screens for extended periods
- Lifting / carrying heavy cash boxes
- Repairing pay and display machines

## Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- 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

## 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 2.

[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

- Good general standard of education including Maths and English (A,E)
- Detailed knowledge of the Highway Code (I)

### Desirable

- GCSEs at Grade C/4 or above in Maths and English, HNC or NVQ Level 3 or equivalent in a relevant subject
- Degree or formal qualification in a relevant discipline of relevant legislation and statutory requirements relating to traffic management and parking

## Experience

### Essential

- Evidence of previous experience in a front-line customer service environment (A,I)
- Experience working independently and as part of broader partnership teams; harnessing the output (A,I)
- Experience in communicating with people holding different levels of understanding regarding parking enforcement's technicalities (A)
- Experience dealing with conflicting and demanding responsibilities (A,I)



## Desirable

- Experience of procuring goods and services from a wide range of suppliers / contractors
- Experience managing budgets / finances and monitoring debt
- Supervisory or leadership experience of a small team
- Experience supervising team budgets and strategizing to reach revenue targets
- Experience using excel spreadsheets or other data manipulation software
- Experience working under the influence of HR Policies and Procedures, or policies which reiterate the ethics of the workplace environment and encourage the development and wellbeing support of staff
- Strong geographical knowledge of Liverpool City

## Skills/Abilities

### Essential

- Excellent communication and presentation skills, with the ability to communicate effectively through detailed reports and other written formats (I)
- Ability to establish and develop positive relationships with all stakeholders, support agencies, partners, community groups, business sectors and the public (A,I)
- Consistent organisation and prioritisation skills to ensure deadlines and objectives are met; task allocation and deployment are assigned methodically (I)

### Desirable

- Thorough problem solving and diagnostics skills, with the ability to demonstrate great attention to detail

- The ability to manage time well and prioritise important tasks in line with the team and service goals
- Confident in making prompt and informed decisions within guidelines
- Proficient in using various types of Microsoft Software and Google Applications
- Ability to lead and influence supervised staff with varied levels of experience and skills
- Excellent people skills, with the ability to manage staff and customer expectations appropriately
- Working knowledge of computer software i.e., Microsoft Office
- Knowledge and understanding of the Traffic Management Act 2004
- Working understanding of quality systems
- Working understanding of Investors in People
- Working understanding of Best Value
- Working understanding of Finance Systems

## Commitment

### Essential

- To demonstrate adaptability and flexibility in work responsibilities – potentially out of normal working hours (A,I)
- Attendance outside normal working hours at meetings or be able to assist with emergency situations (A,I)
- The ability to demonstrate an understanding and commitment to the principles underlying equal opportunities (A,I)

### Desirable

- A commitment to continuous improvement and personal development across the organisation

- Commitment to remaining customer-focused and performance oriented in order to deliver a high-quality service
- Sensitive attitude to the changing needs of the Service
- Present a positive image of the Parking Services at all times
- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

## Other

### Essential

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

### Desirable

- SIA licence
- Current, clean and full manual driving licence