

## Job Description

<b>Job Title</b>	Senior Parking Enforcement Officer
<b>Directorate</b>	Neighbourhoods and Housing
<b>Service Area</b>	Parking Services
<b>Grade</b>	7
<b>Competency Level</b>	2
<b>Salary</b>	£39,513 - £44,711
<b>Job Type</b>	Field Based
<b>Location</b>	Citywide / Mount Pleasant Car Park
<b>Disclosure and barring service (DBS)</b>	Not Applicable
<b>Job Evaluation Ref No</b>	A8998

## Job Purpose

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.

To supervise the day-to-day operations of the Civil Enforcement Officers including staff performance, the identification of problems and the initiation of appropriate action in order to achieve maximum efficiency and effectiveness.

The postholder will also provide day-to-day help and assistance to all Civil Enforcement staff, ensuring they are sufficiently trained and equipped with the expertise and commitment to grow the efficiency of existing company processes and successfully meet team goals and targets.

### **Directly Responsible For:**

Civil Enforcement Officers

### **Directly Responsible To:**

Principal Parking Enforcement Officer

### **Main Areas of Responsibility:**

- Ensure work is planned, developed and co-ordinated to meet aims and objectives of the city council and service areas boroughwide
- Ensure that work rotas are constructed to support the requirement to provide an effective civil enforcement service
- In conjunction with the Principal Parking Enforcement Officer, undertake regular risk assessments to ensure that adequate safeguards are in place and all risks are minimised
- To construct written and verbal reports on the performance and progress of your service area, providing them to the Principal Parking Enforcement Officer
- To continually remain up to date with parking regulations and legislations in order to allocate resources appropriately and ensure this updated information and advice is made available to relevant members of staff

- To regularly review codes of practice to ensure they remain current and effective with the aim of continually improving the level of service for our customers
- Review Health and Safety regimes to ensure the work force is properly protected and report any issues to the Principal Parking Enforcement Officer
- To be aware of the Council's responsibilities under the Data Protection Act for the security, accuracy and relevance of personal data held
- Ensure adequate and appropriate equipment is available for staff to undertake their duties effectively
- Ensure uniforms and PPE are worn at all times and are in acceptable condition
- To perform any other relevant duties as may be required from time to time which are commensurate with the grade

## **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

- 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 for part of the day in various weather conditions
- Viewing monitors / screens for long periods

### **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 GCSEs at Grade C/4 or above in Maths and English, HNC or NVQ Level 3 or equivalent in a relevant subject, or equivalent experience (A,I)

### Desirable

- Detailed knowledge of the Highway Code
- Knowledge of the following Acts of Parliament relating to the work undertaken by the parking service:
  - The Traffic Management Act 2004
  - The Road Traffic Act 1991
  - The Road Regulation Act 1984
  - The Refuse Disposal Act 1978
  - Any other relevant legislation

## Experience

### Essential

- Awareness of relevant legislation and statutory requirements relating to traffic management and parking (A,I)

- Evidence of working independently and as part of broader partnership teams (A,I)
- Experience in communicating with people holding different levels of understanding regarding parking enforcement technicalities (A,I)
- Ability to fully navigate around and use a range of ICT solutions (A,I)
- Experience in a parking service supervisory or leadership role (A,I)

## Desirable

- Experience in preparing and submitting qualitative management reports
- Experience working in a quality-controlled environment
- 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

- Ability to establish and develop positive relationships with all stakeholders, community groups and the public councillors, and officers (A,I)
- Ability to lead and influence supervised staff with varied levels of experience and skills (A,I)
- Excellent communication skills and presentation skills, with the ability to communicate effectively through detailed reports and other written formats (A,I)
- The ability to use initiative in problem-solving and decision-making (A,I)

- Ability to assess the impact of legislative and administrative changes, Code of Practice and guidelines affecting the service and proactively implement those changes (A,I)

## Desirable

- Proficient in using various types of Microsoft Software and Google Applications
- Consistent organisation and prioritisation skills to ensure deadlines and objectives are met; task allocation and deployment are assigned methodically
- 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
- The ability to demonstrate Good Customer Care skills
- Ability to work both as part of a team and independently

## Commitment

### Essential

- To demonstrate adaptability and flexibility in work responsibilities - potentially out of normal working hours, for meetings or to assist in emergency situations (A,I)
- Commitment to remaining customer-focused and performance oriented in order to deliver a high-quality service (A,I)
- Present a positive image of the Parking Service at all times (I)

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council



- A commitment to continuous improvement and personal development across the organisation
- Sensitive attitude to the changing needs of the Service

## Other

### Desirable

- Current, clean, and full manual driving licence