

Job Description

Job Title	Principal Parking Enforcement Officer
Directorate	Neighbourhoods and Housing
Service Area	Parking Services
Grade	9
Competency Level	2
Salary	£51,356 - £56,673
Job Type	Office Based
Location	Citywide/Mount Pleasant Car Park
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	

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 support the Parking Operations Manager in the leadership and direction of Enforcement services including setting clear objectives, allocating resources and creating an inspiring working environment to deliver customer focussed services to the local community.

The postholder will also provide technical and managerial leadership and guidance to all Civil Enforcement staff, ensuring they are aware of health and safety regimes and communicate with the public in line with Liverpool City Council policies and procedures.

Directly Responsible For:

Senior Parking Enforcement Officers

Directly Responsible To:

Parking Operations Manager

Main Areas of Responsibility:

- Oversee enforcement activities to ensure they are properly planned and that staff understand their daily activities
- Provide advice and guidance to Senior Enforcement Officers in order to create the facilities for them to manage their teams more effectively ensuring maximum productivity during each shift
- To develop, implement and review strategy, policy, process and procedure to provide continuous improvement in enforcement activities
- Ensure work is planned, developed and co-ordinated to meet aims and objectives of the city council and service. areas borough wide
- To contribute to the development and implementation of strategies, policies and initiatives, to support colleagues across the Council in the achievement of corporate priorities

- To develop, broker and sustain effective working relationships and partnerships both within the Council, the Liverpool City Region Combined Authority and with customers and stakeholders related to the service area, in order to represent and promote the Council's interests, and maximise the effectiveness of the service
- To build and maintain effective relationships with and provide professional advice and support to the political and corporate leadership of the Council, and elected Members to support their community leadership role, including attendance at Cabinet meetings and Cabinet Member briefings, other Council meetings, public meetings and consultation events, as appropriate
- Ensure that work rotas are fit for purpose and meet the requirements to provide an effective civil enforcement service
- To regularly prepare criminal cases and present evidence as required, to address breaches of the legislation; provide witness statements and make occasional court appearances to support prosecutions
- 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 senior managers and other council service teams
- 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
- Produce and maintain Health and Safety procedures to ensure the work force is not being put at risk and appropriate measures are followed at all times
- To be aware of the Council's responsibilities under the Data Protection Act for the security, accuracy and relevance of personal data held

- Ensure equipment is maintained at the correct level and initiate orders when required
- 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 conversation, quality annual appraisals and regular workforce planning and development
- Manage 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 team

Budget and Financial Responsibility:

- 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:

- Viewing monitors / screens for extended 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 5 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, with good time management (A,I)



- Experience in a parking service supervisory or leadership role (A,I)

Desirable

- Experience in communicating with people holding different levels of understanding regarding parking enforcement technicalities
- Ability to fully navigate around and use a range of ICT solutions; Microsoft Software and Google Applications
- Strong geographical knowledge of Liverpool City
- Experience in preparing and submitting qualitative management reports
- Experience working in a quality-controlled environment

Skills/Abilities

Essential

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

Desirable

- The ability to demonstrate great attentiveness and prioritise important tasks, in line with the team and service's goals
- The ability to deal in a calm and objective way with conflicting demands and deadlines to ensure positive outcomes
- Ability to assess the impact of legislative and administrative changes, Code of Practice and guidelines affecting the service and proactively implement those changes

- The ability to demonstrate Good Customer Care skills

Commitment

Essential

- To demonstrate adaptability and flexibility in work responsibilities – potentially out of normal working hours to attend meetings or assist in emergency situations (A,I)
- A commitment to continuous improvement and personal development across the organisation (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Sensitive attitude to the changing needs of the Service and an enthusiasm to present a positive image of the Parking Service

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

- Full clean manual driving licence