

# Job Description and Person Specification

Role: Service Supervisor



# Job Description

<b>Job Title</b>	Service Supervisor (Parking)
<b>Grade</b>	G6
<b>Service</b>	Parking Services
<b>Reports to</b>	Parking Manager
<b>Location</b>	Council House
<b>Job Evaluation Code</b>	L6787D



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

### Purpose of the role

Under the general direction of the Parking Manager to:

- Lead and manage the day-to-day Parking & Enforcement function, including the management of an operational frontline team to deliver professional, cost effective and efficient on and off-street parking services.
- Manage service performance and develop car parking and enforcement plans to assist the Parking Manager and to maximise productivity.
- Deputise for the Parking Manager where necessary

## Main Duties & Key Accountabilities

- Lead and direct the operational team's (parking and enforcement) to promote compliance with parking regulations and other restrictions to minimise illegal parking and traffic congestion, improve traffic flow and road safety, ensuring that parking facilities are operational and fit for purpose.
- Lead, manage and motivate a team of Civil Enforcement Officers to achieve maximum performance and deliver a high quality, effective service, ensuring that all tasks, priorities and objectives are achieved. Lead and develop teams engaged in the enforcement of all parking regulations throughout the city, both on and off-street.
- Undertake and follow HR procedures such as sickness management, appraisals, capability issues and employee development.
- Develop service and improvement plans to maximise service performance.
- Manage and monitor appropriate delegated budgets to ensure financial expectations are met and ensure expenditure and income for equipment/services complies with financial regulations, budgetary constraints and the requirements of the Councils audit and procurement regulations.
- Develop, implement and manage a set of performance and management measures for the parking operations staff, to maximise outputs and improve quality. Identify and initiate any corrective action to achieve maximum performance, objectives and continual improvements.
- Produce and monitor both short and longer-term deployment strategies and plans to ensure the effective enforcement of parking restrictions and the management of car parks.
- Deal with customer complaints in a professional manner in line with corporate standards. Ensure that the Parking Operations staff deliver and maintain excellent customer services.
- Liaise and co-operate with internal departments, external organisations, colleagues and stakeholders in regard to parking issues including the accreditation of car parks and civil enforcement, representing the Council at external meetings where necessary.
- Manage the operation of enforcement and parking ICT systems as well as car park equipment to ensure compliance with agreed operational procedures. Co-ordinate and lead on the first line maintenance of equipment and manage the performance of contractors engaged in the maintenance of equipment.

- Be responsible for handling large sums of cash from payment machines including the development of collection strategies and management of third-party contractors, ensuring that all money is accounted for in accordance with the corporate procedures.
- Manage the processing of applications for dispensation / waiver permits. Approve and issue permits in line with recognised procedures ensuring that the correct payment is charged.
- Review, monitor and update health and safety plans and risk assessments for your teams in line with recognised procedures and relevant legislation.
- Ensure that all data is securely stored in accordance with Coventry City Council's data protection policies.
- Any other duties and responsibilities within the range of the salary grade.

## Key relationships

<b>External</b> Suppliers and contractors	<b>Internal</b> Council employees, Elected Members and other key stakeholders
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## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

### Staff managed by postholder:

A team of Civil Enforcement Officers (usually up to 11)

## Person specification

<b>Job Evaluation Code</b>	L6787D
<b>Knowledge</b>	
Detailed knowledge and understanding of legislation, policies and strategies relating to civil parking enforcement.	
Detailed knowledge of the technology relating to car parking equipment and payment facilities and related strategies to maximise parking income.	
Knowledge of formal HR practices e.g. recruitment, disciplinary, sickness management and appraisal.	
Knowledge of budgetary management	
Knowledge of Health and Safety working practices and responsibilities	
<b>Skills and Abilities</b>	
High level of written communication skills to include preparation and presentation of management information	
High level of verbal communication skills to tactfully and effectively communicate with the public and deal with confrontational situations.	
Good people management and interpersonal skills in order to lead, motivate, organise and monitor performance within a team	
Good level of ICT skills including the use of Microsoft packages, parking enforcement and car park management systems	
Ability to work under pressure as part of a team but under own initiative	
Ability to negotiate, influence and work successfully with contractual partners	
Innovative and adaptable approach to solution finding	
Willing to undertake training and learn new skills.	
Ability to develop and implement enforcement and car parking strategies	
Ability to review and develop policies and new innovative approaches to enforcement and car park operations	
<b>Experience</b>	
Substantial experience in on-street and off street parking operations	
Experience of dealing with the public and dealing with difficult or confrontational situations	
Proven experience in the application and use of ICT systems within parking services	

Experience of managing a team of people
Experience of scheduling work, planning and prioritising resources to deliver results
Experience of budgetary management
Experience of handling large amounts of cash
<b>Qualifications</b>
City & Guilds Level 3 for Parking Team Leaders and Supervisors or an equivalent relevant qualification
<b>Special Requirements</b>
Physically fit and mobile in order to carry out foot patrols in all weathers if necessary.
Able to work rotating shift patterns, bank holidays, unsocial hours and weekends depending on the needs of the service.

<b>Date Created</b>	August 2024	<b>Date Reviewed</b>	August 2024
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