



Coventry City Council

Job Description

Post:	Service Supervisor - Parking Operations	Job Number:	L6787D
Service:	Transport & Highways Division Parking Services	Post Number:	
Location:	Council House	Grade:	6

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.

Job Purpose:

Under the general direction of the Parking Services Manager, to:

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

Main Duties and Responsibilities:

1. Lead and direct the operational team's (parking and enforcement) to promote compliance with parking regulations and other restrictions in order to minimise illegal parking and traffic congestion, improve traffic flow and road safety, ensuring that parking facilities are operational and fit for purpose.
2. 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.
3. Undertake and follow HR procedures such as sickness management, appraisals, capability issues and employee development.
4. Develop service and improvement plans to maximise service performance.
5. 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.

6. Develop, implement and manage a set of performance and management measures for the parking operations staff, in order to maximise outputs and improve quality. Identify and initiate any corrective action in order to achieve maximum performance, objectives and continual improvements.
7. 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.
8. 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.
9. 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.
10. Manage the monitoring and enforcement of parking and bus lane contraventions using CCTV cameras, issuing penalty charge notices where necessary.
11. 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.
12. 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.
13. 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.
14. Review, monitor and update health and safety plans and risk assessments for your teams in line with recognised procedures and relevant legislation.
15. Ensure that all data is securely stored in accordance with Coventry City Council's data protection policies.
16. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

Responsible for: Civil Enforcement Officers

Responsible to: Parking Services Manager

Date Reviewed: March 2022

Updated: March 2022



Coventry City Council

Person Specification

Post:	Service Supervisor - Parking Services Operations	Job Number:	L6787D
Service:	Transport & Highways Division Parking Services	Post Number:	
Location:	Council House	Grade:	6

Area	Description
------	-------------

Knowledge:	<ul style="list-style-type: none"> • Detailed knowledge and understanding of legislation, policies and strategies relating to civil parking enforcement.
	<ul style="list-style-type: none"> • Detailed knowledge of the technology relating to car parking equipment and payment facilities and related strategies to maximise parking income.
	<ul style="list-style-type: none"> • Knowledge of formal HR practices e.g. recruitment, disciplinary, sickness management and appraisal
	<ul style="list-style-type: none"> • Knowledge of budgetary management
	<ul style="list-style-type: none"> • Knowledge of Health and Safety working practices and responsibilities
	<ul style="list-style-type: none"> • Knowledge and understanding of Equal Opportunities and how they apply to the role.



Coventry City Council

Skills and Abilities:	<ul style="list-style-type: none"> • High level of written communication skills to include preparation and presentation of management information
	<ul style="list-style-type: none"> • High level of verbal communication skills to tactfully and effectively communicate with the public and deal with confrontational situations.
	<ul style="list-style-type: none"> • Good people management and interpersonal skills in order to lead, motivate, organise and monitor performance within a team
	<ul style="list-style-type: none"> • Good level of ICT skills including the use of Microsoft packages, parking enforcement and car park management systems
	<ul style="list-style-type: none"> • Ability to work under pressure as part of a team but under own initiative
	<ul style="list-style-type: none"> • Ability to negotiate, influence and work successfully with contractual partners
	<ul style="list-style-type: none"> • Innovative and adaptable approach to solution finding
	<ul style="list-style-type: none"> • Willing to undertake training and learn new skills.
	<ul style="list-style-type: none"> • Ability to develop and implement enforcement and car parking strategies
	<ul style="list-style-type: none"> • Ability to review and develop policies and new innovative approaches to enforcement and car park operations

Experience:	<ul style="list-style-type: none"> • Substantial experience in on-street and off street parking operations
	<ul style="list-style-type: none"> • Experience of dealing with the public and dealing with difficult or confrontational situations
	<ul style="list-style-type: none"> • Proven experience in the application and use of ICT systems within parking services
	<ul style="list-style-type: none"> • Experience of managing a team of people
	<ul style="list-style-type: none"> • Experience of scheduling work, planning and prioritising resources to deliver results
	<ul style="list-style-type: none"> • Experience of budgetary management
	<ul style="list-style-type: none"> • Experience of handling large amounts of cash

Educational:	<ul style="list-style-type: none"> • City & Guilds Level 3 for Parking Team Leaders and Supervisors or an equivalent relevant qualification
	<ul style="list-style-type: none"> •
	<ul style="list-style-type: none"> •

Special Requirements:	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.

Date Reviewed: March 2022

Updated: March 2022