



JOB DESCRIPTION

This form summarises the purpose of the job and lists its key tasks. It may be varied from time to time at the discretion of the Authority, in consultation with the postholder.

Job title	Service Development Officer – Parking Services
Reports to	Parking Services Manager
Team	Parking Enforcement Services
Grade	6
Last updated	2012

Job Summary

- Monitor and report on service delivery by contractor staff and others and assist in the identification and implementation of service improvements.
- Develop and maintain effective working relationships with local authorities for which East Herts Council enforces parking restrictions on an agency basis and identify and progress opportunities for the extension of such arrangements.
- Collate information and initiate repairs to parking-related machinery, signs and lines and other infrastructure both off-street and on the highway (for which East Herts Council has responsibility under an agency agreement with Hertfordshire County Council).
- In conjunction with the Parking Services Manager, ensure East Herts Council, road users, residents, businesses and other service users receive optimum levels of service in line with those prescribed in related contracts and agreements.
- Ensure information gathered as part of the monitoring function is properly reported, shared and acted upon by Parking Services, contractors and other affected parties.
- Assist with the management of special projects that the service may undertake from time to time.
- Remain abreast of developments in the parking industry and identify opportunities these may create for local service improvement.
- Deputise, on occasion, for the Parking Services Manager.

Key Tasks

Professional/Operational Responsibilities

- Develop and maintain systems to ensure contract compliance and achievement of the Council's objectives for the delivery of its parking service.
- Plan and co-ordinate a programme of inspections of streets to verify that signs and lines conform to current Traffic Regulation Orders; note and record any nonconformity and submit reports as required. Where appropriate, secure an amendment to the TRO.
- Organise the repair, replacement or renewal of defective lines and signs, issuing instructions to the approved contractors as necessary. Inspect work undertaken by contractors to sign off work sheets accordingly or arrange for remedial work or corrective action as may be required.
- Check the status of parking-related infrastructure in connection with challenges to Penalty Charge Notices. Keep up to date with changes to infrastructure, recording the dates of installation in order to help maintain an accurate database containing reliable information for both current and previous situations.
- Assume responsibility for the day-to-day operation and maintenance of the VMS system in Bishop's Stortford.
- Supervise the maintenance and arrange the occasional interrogation of the CCTV systems operating in MSCPs and surface car parks (the latter linked to Stevenage Control Centre).
- Carry out condition surveys of car parks to check for defects or deficiencies in the machines and other parking infrastructure and arrange for repairs as necessary.
- Prepare and maintain photographic inventories of key items such as car park tariff boards, to assist with the enforcement and car park management processes.
- Maintain a working knowledge of statutes, regulations and guidance pertaining to the parking enforcement and management function.
- Remain abreast of developments in the parking industry and identify opportunities these may create for local service improvement.
- Attend and participate in contract meetings and other, relevant forums.
- Assist the Parking Services Manager with special projects such as resident permit parking schemes, new pay and display or pay on foot systems.
- Exercise health and safety at work responsibilities in relation to the duties of the post; in particular to have regard to own safety and that of other staff, contractors, the public and other road users when working on location.

- On occasion, carry out duties relating to this function outside normal working hours and away from the normal operational base*.
- Carry out other duties of a similar nature as may be requested from time to time.

Management / Supervisory / Team Working Responsibilities

- Assist colleagues to effectively resolve complaints and enquiries from the public and other departments through the provision of advice and information
- On occasion, represent the Council at meetings with contractors and other parties.

Communication & Contacts

- Receive and resolve written and telephone complaints and requests for advice from members of the public, contractors, businesses and Councillors
- Draft routine letters, reports and service instructions.

Service Delivery

- Assist the Parking Services Manager and others to ensure compliance with the Council's service standards and statutory/contractual/SLA agreements.
- Regularly run reports, analyse information and prepare management reports in pursuance of the above.
- Work with contractors and third parties to ensure work is undertaken to agreed standards and maintain accurate and timely records on performance. Initiate any appropriate corrective action(s) as and when applicable.

Contacts

- Liaise with outside agencies such as other local authorities, Hertfordshire County Council, police, contractors etc.
- Liaise with colleagues from Parking Services, other Council departments and Councillors to provide and receive advice on all matters relating to parking services.
- Liaise with contractor and agency staff as necessary.

Other

- Ensure awareness of the council's Safeguarding Policy and take a proactive approach to ensure the safeguarding of residents at all times.

Financial / Budgetary Responsibilities

- None

*N.B. Under the terms of an agreement with the linked shopping centre, East Herts Council is required to maintain a management presence in Jackson Square MSCP, Bishop's Stortford, during charging hours.

To help meet this requirement and to enable the effective monitoring and management of the wider parking service, the post holder will be based in and around the management office at Jackson Square MSCP for approximately 50% of the working week, on a basis to be agreed with the Parking Services Manager.

One working Saturday is required in Jackson Square car park, Bishop's Stortford every month.



PERSON SPECIFICATION

This form summarises the purpose of the job and lists its key tasks. It may be varied from time to time at the discretion of the Authority, in consultation with the postholder.

Job title	Service Development Officer – Parking Services
Reports to	Parking Services Manager
Team	Enforcement Parking Services
Grade	6
Last updated	2012

We want the postholder to be able to demonstrate the following competencies to a high level and want to use these to the full in their work. We will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

- Personal effectiveness
- Proactive
- Managing relationships
- Communication
- Customer focus
- Commercial focus*

Key Criteria

Qualifications and Experience

- Minimum 'O' Level/ GCSE or equivalent in English and Maths.
- Full driving licence and access to a suitable vehicle

Specialist Knowledge and Job Requirements

- Ability to use own initiative in problem solving and decision- making.
- Ability to manage competing priorities on one's time to ensure positive outcomes.
- Ability to build effective working relationships with colleagues, contractors and others.
- Experience of having planned, prioritised and managed own

- workload.
- Experience of having monitored service provision against contract specification or similar.
- Competence in the use of MS Office 365 applications, Word, Excel & Outlook

Contacts

- Ability to liaise confidently and effectively with outside agencies such as other local authorities, the police and contractors.
- Ability to liaise confidently and effectively with internal colleagues, Councillors etc.

Service Delivery

- A demonstrable knowledge and commitment to the practical application of effective customer service.
- Ability to use own initiative in problem-solving and decision-making skills for the good of the service, considering implications and providing appropriate advice.
- Ability to build effective and productive working relationships with colleagues, contractors and others

Communication

- Able to listen and respond effectively to the stated needs of contractors, Councillors, and the wider community.
- Able to build effective and productive working relationships with colleagues.
- Good written and verbal skills.

Other

- Ability to work on own initiative and with a minimum of supervision.
- Willingness to work at weekends.
- The council is committed to safeguarding and promoting the welfare of all its residents specifically children and vulnerable adults. The council expects all its staff to have an understanding of Safeguarding and to share this commitment.