**Job Description**

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| **Role Structure** | **Role Details** |
| Directorate: | Economy & Environment |
| Grade: | HC11 |
| Location: | Hereford |
| Responsible to: | Head of Transport and Parking |

**Job Role:** Parking Services Manager

**Service**: Parking Services

**Main purpose of the role**

To lead Herefordshire Council’s Parking service as a crucial component of effective city and town transport management. These services involve the strategic provision and regulation of both on-street and off-street parking, utilising tools such as permits, pay-and-display schemes, and civil enforcement officers to manage vehicle flow and parking behaviour.

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| Key Duties and Responsibilities | Frequency of Task |
| To manage the day-to-day strategic delivery operation including the maintenance and replacement of ticket machines and other parking related hardware and software equipment, and collection, counting and banking of cash receipts.  | Daily |
| To be accountable for the overall management and delivery of all activities relating to national parking legislation in accordance with current policy and good practice.  | Daily |
| To be responsible for setting and managing the Parking Services budget and being responsible for overseeing all income and expenditure.  | Daily |
| To lead on the development and delivery of efficiencies and savings to support the council’s overall financial position.  | Daily |
| To be responsible for creating, monitoring and reviewing policies, plans, standards and targets to ensure they remain up to date, as well as produce relevant service plans and action plans.  | Monthly |
| To lead on enforcement action in respect of vehicle users that are non-compliant with national parking legislation, current policy, and good practice.  | Daily |
| To be the lead in coordinating effective working with the councils Highways and Transportation services and assist in supporting projects in line with the Council’s corporate priorities and other relevant council plans and strategies.  | Weekly |
| To be the lead officer liaising and engaging with commercial partners maintaining good working relationships.  | Weekly |
| To be the representative for the Parking service at local, regional and national level.  | Monthly |
| To train and develop staff to enable them to reach their full potential | As required |
| To engage in self-development, ensuring knowledge and alignment with current practices, policies and thinking concerning all elements of parking service management and leadership | Ongoing |

Person Specification

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| **Requirements** | **Essential or Desirable** | **Identified by**A – ApplicationI - Interview |
| Qualifications and Training |  |  |
| * Qualified in area of relevant professional expertise
 | E | A |
| * Specific parking qualifications e.g. BPA accredited
 | D | A |
|  |  |  |
| Experience and Knowledge |  |  |
| * Experience of managing staff, budgets and service areas successfully in pursuit of challenging performance expectations.
 | E | A, I |
| * Track record of effective service delivery in a public service environment.
 | E | A, I |
| * Experience of service and quality improvement methods and their implementation.
 | E | I |
| Skills and Abilities |  |  |
| * An excellent professional, technical and developmental record in a relevant technical area that is public service focused, including relevant specialist knowledge over a range of procedures underpinned by theory, acquired through qualification to Qualifications & Curriculum Framework Level 5 for specialist knowledge and managerial knowledge or equivalent experience for both.
 | E | A |
| * Ability to analyse performance information and take appropriate action.
 | E | A, I |
| * Experience of managing networks in a partnership environment, including working knowledge of partnering/ contract management.
 | D | A |
| * Demonstrable ability to manage a complete service, across all elements and functions, covering both operational and strategic elements
 | D | I |
| * Ability to focus in on what is important, identify weaknesses and know how to improve them.
 | D | I |

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

Our Values and Behaviours

The council’s THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. ​They help us to achieve our Council Plan vision “do our best for Herefordshire” acting as our DNA and the “way that we do things around here”. We expect all colleagues to act as a role model by living our values and setting an example for others. ​Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust -** Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty -** Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility -** Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity -** Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value -** Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy -** Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

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