

Contract Operations Manager

Reports to:	Senior Parking Manager		
Department:	Public Realm	Grade:	PO4
DBS Status:	No	Politically restricted:	Yes / No

Job Purpose:

To lead and manage the Parking Contract Operations team. This involves contract management of the Parking Enforcement contract, financial and performance reporting, development of the parking service provision and operational delivery of parking services.

To develop, promote and ensure delivery of efficient, effective and high-quality customer service to all service users.

To operate an effective performance management regime to achieve efficient provision of services and continuous improvement.

The work to include the implementing of operational plans within the service area to fit with broader functional and Council strategy.

Values

Collaborate proactively.
Lead inclusively.
Embrace change.
Be bold and curious.
Celebrate and share our success.

Job specific roles and responsibilities

1. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council.
2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
3. Manage a customer focused service and the effective use of resources.
4. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
5. Support effective working relationships and act as an ambassador and advocate with external organisations
6. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
7. To manage the Parking Enforcement and Services contract, including the monitoring of service delivery, Key Performance Indicators (KPIs), budget management, financial and performance reporting.
8. To manage contract, operational, and customer service matters related to parking enforcement, parking permit issuance, pay and display machines, cashless parking, Council car parks, bays suspensions and signs and lines.
9. To manage the workloads, priorities and processes of the Contract Operations Team ensuring a high-quality customer service to all service users and other stakeholders.

10. To be responsible for the overall management of personnel matters within the Contract Operations Team, including staff recruitment & selection, supervision and performance management; discipline, capability, and absence control; work planning, monitoring and evaluating standards of work; setting objectives and targets; developing skills; assessing training needs; team briefings and communications; and recruitment.
11. To develop and implement the Councils approach to moving traffic enforcement.
12. To contribute to and deliver projects which enable improved revenue, reductions in cost and/or improvements in customer satisfaction associated with parking services.
13. To be accountable for the provision of accurately reported service performance and financial information from a range of parking and Council systems and databases.
14. To provide technical advice, guidance and instruction to internal and external stakeholders on parking services and parking enforcement.
15. To procure goods and services which develop and improve the Parking Service in accordance with the Councils Contract Standing Orders.
16. To develop and implement performance management systems, apply suitable performance indicators, devise and apply reporting and administrative procedures and to monitor and manage change to maintain high standards and achieve service improvements.
17. To provide the highest quality service in line with Council policy, ensuring that enquiries are dealt with helpfully, courteously and efficiently and to ensure that the provision of all applicable legislation are properly adhered to.
18. To ensure that a positive image of the Parking Service is maintained at all times.
19. To represent the Parking Service at a range of forums and meetings, and liaise with other local authorities, London Councils, ETA, Government bodies and organisations for the benefit of the service, service users and the Council.
20. To define service level specifications, deployment strategies, rotas and shift regimes, and to implement, develop and vary them to ensure effective service delivery.
21. To assist in the preparation of budgets, and to manage and monitor budgets within agreed limits and to ensure that the Council receives value for money.
22. To be aware of over and under performance, and to make recommendations for appropriate actions, to act on own initiative to pre-empt losses and shortfalls and to direct the activities of the service so as to achieve work-outputs in line with targets, priorities and corporate plans.
23. To produce management reports, technical documents and statistics, and to research, draft and submit committee reports as required and to respond to enquiries and complaints in writing, by telephone, or in person from Members, MPs, Council officers and the public in all areas of parking service activity.
24. To promote co-ordination with neighbouring boroughs and other bodies to achieve 'joined-up' service delivery to the maximum benefit of the Council.
25. To be aware of responsibilities with regard to Health & Safety at Work, and to apply this to the specific issues of parking operations including matters such as working procedures.
26. To represent or deputise for the Senior Contract Manager in his or her absence or as directed at committees and meetings and take such follow-up action as may be required.
27. Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
28. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures.

29. We are committed to an inclusive workplace where everyone is treated with dignity, respect, and fairness. All employees are expected to promote equality, diversity, and inclusion, and candidates may be assessed on their ability to contribute to an inclusive working environment.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. In depth working knowledge of contract management, with a good understanding of: applying good governance, managing KPIs, using contractual terms and conditions to negotiate a favourable position, and methods for managing underperformance.
2. In depth knowledge of relevant statutory laws, and codes of practice, for the management of parking operational services
3. Educated to degree level or significant recent experience in managing and delivering high performance within contracted services in a local authority.

Experience

4. Experience of working within Parking Services ideally in a large multi-functional organisation
5. Experience of civil parking enforcement practices, performance measures and legislative requirements and their practical application
6. A proven track record developing and implementing innovative people management solutions at an operational, tactical and strategic level within a unionised environment.
7. Track record of using people management solutions to deliver measurable improvements in service delivery and to meet business objectives.
8. Experience managing in a political environment/knowledge of local democracy
9. Experience of managing the expectations and aspirations of stakeholders in a challenging environment
10. Experience of managing staff, contractors and suppliers in a service with multi-million pound contracts, involving management of multi-million pound infrastructure and similar sized revenue flows and a high-performance culture
11. Experience of managing contracted services relevant to the team being managed (Parking, Streetlights, Trees), ideally in a large multi-functional organisation.
12. Experience of managing successful projects, and knowledge of industry standard project management techniques
13. Experience of delivering quality and service improvement on time and within budget
14. Experience of managing large and complex budgets, including multi-million pound revenue streams

Skills and Abilities

15. Able to manage people, contracts, performance and budgets;
16. Ability to lead and motivate staff to deliver high quality services
17. Ability to translate strategy into realistic, achievable policies and plans
18. Ability to develop and manage effective performance management systems at individual, team and service delivery level
19. Ability to manage a demanding and varied personal programme effectively and meet priorities and deadlines
20. Ability to resolve difficult or confrontational situations
21. Strong numerical and analytical skills; with the ability to analyse, interpret and understand large volumes of financial and service data
22. Articulate in written and verbal communications

23. Active and results orientated

Budget Responsibility – N/A
Overall Headcount – 4

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs