

## **Job Profile**

**Job Title: Process & Investigation Manager**

**Job Grade: Level 5 Zone 2**

**Salary Range: £58,184 - £67,886**

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy, we're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. We believe that this role is one that is pivotal in delivering several key council's transport and environmental policies over the coming years as well as supporting several other key services across Camden. This is a role that requires some in depth knowledge of the business of parking but ultimately requires someone who will bring their own skills and enthusiasm to a role that they may not have otherwise thought about.

### **About the role**

As the Parking Process and Investigations Manager, you will manage a part of the service that is responsible for responding to all traffic and parking Penalty Charge Notice enquiries and challenges. You will also be responsible for the recovery of all traffic and parking debt owed to the council including oversight of the parking permit function. You will have responsibility for the complaints, member's enquiries and training functions of the service. You will be responsible for managing these parts of the service to deliver the highest standards of customer care.

You will have responsibility for the strategic development of this part of the service and ensuring that the service embraces the technological and legislative changes as and when they occur to continue to deliver optimum financial and customer care outcomes. This role will also be responsible for contract managing some medium to large external contracts which are key to the service outcomes.

You will be part of a wider management team within Parking Operations and will be expected to assist in guiding the direction of the service in line with wider Council policy commitments. You will line manage a number of officers within the Parking Processing team and will be responsible for managing relationships with internal and external partners. You will also engage with elected members including the drafting of reports for Authority meetings and to produce materials that the post holder will present at various meetings and forums.

To ensure that all work carried out within the area of responsibility is done so in accordance with the Authority's required standards and standing orders, legal requirements and national and local objectives. The role is a pivotal one in delivering many key parts of the Council's wider transport and environmental policies that seek to improve the health and mobility of Camden citizens and to lessen the environmental impact and use of motor vehicles across the borough. This role is responsible for managing and shaping how this is all delivered.

### **About you**

- Highly knowledgeable of parking and traffic legislation, with expertise in process and legal requirements.
- Excellent knowledge of the evolving technological landscape in traffic and parking management.

- Excellent and demonstrable contract management skills.
- Have excellent analytical skills, which support the accurate interpretation and distillation of complex information.
- Experience and understanding of local government.
- Strong communication and report writing skills.
- The ability to manage conflicting priorities and deadlines.
- Experience of building effective partnerships with key stakeholders including elected members.
- Experience of working in practitioner forums to represent the interest of the Authority and bring best practice and emerging issues to the attention of the Head of Parking Operations

#### **Work Environment:**

The role is primarily based at 5 Pancras Square, though as a service we fully embrace flexible working. Currently we also have several other locations across the borough that we are responsible for, and you will be required from time to time to visit those locations as well. There is the opportunity to work from home several days a week based upon service need.

#### **People Management Responsibilities:**

This role currently has 4 direct reports, though this could increase dependent upon service need. These direct reports in turn currently manage 36 officers.

#### **Relationships:**

On a day-to-day basis this role will engage with all staff across the service, officers from other council services such as Transport Strategy, Engineering, housing etc., external agencies such as enforcement companies, other local and central government teams, adjudications services and Police.

#### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our services, and we'll redefine what a career can be.

#### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

#### **Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neuro diverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships; we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neuro diverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,