

## **Job Profile**

**Job Title: Operations Expert**

**Job Grade: L4 Z2**

**Salary Range: £47,394 - £54,222**

### **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 an Operations Expert, you will provide expert knowledge to support the strategic development of this part of the service, ensuring that the service embraces technological and legislative changes as and when they occur to continue to deliver optimum financial and customer care outcomes.

This role will be responsible for supporting the Parking Operations Manager in managing some medium to large external contracts which are key to the service outcomes. You will be part of a wider team of Operations Experts and will be expected to assist in guiding the direction of the service in line with wider Council policy commitments. You will provide expert technical, policy and legislative advice and support to all teams within the service.

To ensure that all work carried out within the area of responsibility is done so in accordance with the Authority's required standards, legal requirements, and national and local objectives. You will take a proactive approach towards developing high quality solutions to a range of challenges across the wider directorate by supporting council transport strategy policies to improve the health and mobility of Camden citizens and to lessen the environmental impact and use of motor vehicles across the borough.

### **About you**

- 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 Operations Manager
- Lead on partnership agreements and contracts with external providers. This includes the variation, extension and re-let of new contracts, involving the formulation of contract monitoring regimes and standard setting specifications
- Excellent and demonstrable contract monitoring skills

- Experience of building and maintaining effective partnerships with contractors, key stakeholders including elected members.
- Highly knowledgeable of the relevant legislation relating to parking and moving traffic management.
- Excellent knowledge of the evolving technological landscape in parking and moving traffic management
- Ability to research and use data from various sources constructively and imaginatively to work out solutions to problems.
- Have excellent analytical skills, which support the accurate interpretation and distillation of complex information.

#### **Work Environment:**

The role is primarily based at 5 Pancras Square and Regis Road, 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 based upon service needs.

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

Due to spans of control, the post holder will be responsible for working with the Operations Manager to support day to day management for the entire team.

#### **Relationships:**

On a day-to-day basis this role will engage with officers and teams from across the council, external contractors, members of the public, elected members, government departments and other local authorities, statutory undertakers, emergency services.

#### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate 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 neurodiverse 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.

#### **Flexible working**

We recognise the importance of a healthy work life balance and support flexible working where possible. Working from home is balanced with time in the office to connect with colleagues, collaborate on projects and work with our communities and partners.

**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, neurodiverse 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,