**Job Profile Information: Head of Parking Operations**

**This supplementary information for Head of Parking Operations is for guidance and must be used in conjunction with the Job Capsule for**

**Job Level 6 Zone 2 Camden Way Category: Leadership**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

*To lead an effective, high quality and customer focused parking service that seeks to continually improve delivery of the Council’s parking and wider transport policies with innovation and flexibility. To drive performance and ensure proportionate, fair and transparent enforcement, with excellent contract, budget and people management skills.*

**Example outcomes or objectives that this role will deliver:**

* To lead, manage and direct a high-quality, parking service with flexibility, excellence in customer service, innovation; continuous improvement and minimum risk
* To lead enforcement and operational aspects of the borough’s parking service including contract management of on-street enforcement, car pound management, permits, appeals and court action
* To contribute to and implement the Council’s parking policy decisions, driving performance and ensuring effective financial control, procurement and budget management.
* To improve services for the customer, ensuring that parking in Camden is enforced in a proportionate and transparent manner, and that it is accessible and easily understood by the customer with a strong voice for residents and other service users in shaping and improving services and strategies. To ensure an integrated, joined-up service provision across the varied parts of function and with partners.
* To be responsible for the development of service changes and effective project and programme delivery to address the constantly changing demands in relation to parking policies, law and practices, ensuring the service is kept abreast of relevant legislation and technical developments.
* Advise the Tier 2 post-holder(s), Council and Members (as appropriate) when necessary on the work of the divisions and groupings of services the post holder is responsible for and give specialist / technical advice.
* Work corporately and across services, division and directorate boundaries to ensure seamless integration of the Council’s work and the achievement of outcomes. Represent the Council on a local, regional and national basis in relation to specific service(s) and areas of expertise as appropriate.
* Ensuring a highly motivated and effective workforce within the divisions and groups the post-holder is responsible for. Ensure the embedding of a digitally focussed, agile way of working with staff embodying the Camden Way.

**People Management Responsibilities:**

Direct line management for four direct reports, covering a workforce of 70 staff in total. In addition the role oversees a number of contracts who employ a number of civil enforcement officers and will need to lead project and programme teams across organisational boundaries*.*

**Relationships;**

Partners - TfL, London Councils, Appeals Adjudicator, neighbouring boroughs

Contractors – multiple contractors covering enforcement, debt collection and systems

Members – strategic development and member enquiries

Internal – staff across organisation, esp Transport Strategy

**Work Environment:**

Office based with agile working.

**Technical Knowledge and Experience:**

Strong experience and knowledge of parking services/transport strategy.

Excellent operational management experience, leading a demand driven, high profile, fast paced service.

Strong financial and budget management experience including highly effective contract management and procurement

Strong interpersonal and communication skills, evidencing sound political acumen, influencing and collaboration skills across organisational boundaries

Experience of driving continuous service improvement and change with a strong customer focus

Evidence of developing creative and strategic solutions to challenges.

**Camden Way Five Ways of Working***In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>

**Chart Structure**

Director of Finance, Director of Law, Director of Strategy, Director of HR, Chief Digital Officer, Head of Commmunications

Executive Director Corporate Services

Head of Customer & Registration Services, Head of Benefits, Head of Credit Control, Head of Council Tax & Business Rates, Customer Insight and Improvement Manager

Business Analyst

Programme Manager

Operations Manager

Process and Investigations Manager

Head of Parking Operations

Director of Customer Services