**Job Profile Information: Operations Officer - Parking**

**This supplementary information for Operations Officer - Parking is for guidance and must be used in conjunction with the Job Capsule for Job Zone 2 Level 3 Camden Way Category 3**

**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 support contract management for the various contracts used by Parking Operations to manage parking and traffic restrictions on and off street within the borough. Working with contractors in developing an efficient and intelligence led parking operation that includes the production of deployment plans and programmes of work. Ensuring productive, supportive and good working relationships are maintained with all contractors.

This includes modelling and analysing all data and information sources to understand patterns and changes of behaviour to ensure effective contract performance. Such data sources can include Civil Enforcement Officer and ANPR (Automatic Number Plate Recognition) deployment; heat mapping, hot spot analysis, cancellation and fault reports against non-compliance of parking and traffic restrictions; casual parking payments that can impact on tariff or variable charging; datasets to support web-based or third party applications.

To monitor front line services for customers, ensuring that payments, enquiries and other service requests are processed efficiently and according to policy, and accurate records are maintained. To liaise with investigation officers as and when potential fraud or debt recovery issues are identified.

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

* Review reported contractor performance indicators in order to ascertain accuracy and ensure compliance with contract specifications for all operational functions.
* Utilise system and other sources of data through various analysis techniques to pro-actively advise on current and anticipated areas of under-performance and inefficiency, making recommendations for appropriate action and improvements to contract performance across the operations function.
* Pro-actively advise and make recommendations of changes to the way the enforcement and asset contracts are specified and managed ensuring efficiency.
* Provision of high quality, accurate and timely management information and performance data.
* Work in partnership with contractors and represent the Council in resolving service delivery issues and disputes, to ensure contract specification, compliance and performance standards are continuously achieved. Explain Council policy and procedure to contractor staff and give informal training and guidance in how best to conduct their work.
* To ensure contracts fully comply with relevant statutory legislation and guidance.
* Be responsible for the authorised release of impounded vehicles and processing of relevant documentation. Report all impounded vehicles to ‘Trace’ and to the Police.
* Ensure that payments received from customers are processed efficiently, including issuing receipts, reconciling the till, banking monies and reporting any financial irregularities. Ensure that all payment related processes are performed in accordance with Camden’s vehicle pound policies and procedures.
* To detect cases for further investigation where possible fraud has occurred and/or debt remains outstanding to the council

**Relationships;**

The post holder will be required to liaise with various teams and services across Culture and Environment. Key contacts are likely to include:

* External Contractors
* Members of the public
* Elected Members
* Government Departments and other local authorities
* Senior Managers and Chief Officers
* Statutory undertakers
* Police and Emergency Services

**Work Environment:**

* The post holder will be required to work flexibly and compliantly within a highly regulated environment, with consideration for relevant Council policy and procedures, and legislation.
* Work will be based both on street (e.g. quality checking civil enforcement officer activity) and in the office (e.g. reviewing performance information and resolving issues with the contractor). Multi-tasking and organisation may be required to complete tasks
* During the course of work, the post holder may have to deal with high levels of personal confrontation.
* The post holder will be required to work on their own, and as part of a team, in line with the hours of operation of relevant contracts.

**Technical Knowledge and Experience:**

* An understanding and working practice of customer care principles.
* An understanding of relevant parking policy and legislation.
* Good understanding of IT systems and software packages including an intermediate to advanced knowledge of Microsoft Excel, GIS systems.
* Knowledge of contract monitoring techniques
* Ability to communicate and present information effectively to a wide range of stakeholders.
* Ability to make accurate, considered decisions within broad guidelines and without close supervision.
* Ability to set up and maintain systematic and methodical information systems, both electronic and manual, with the ability to collate, manipulate, analyse and present data.
* Ability to work on own initiative, and to plan and prioritise work to manage conflicting priorities, meet delivery deadlines, targets and agreed work standards, with minimum supervision.

# Experience of analysing data

* Experience of monitoring performance contracts

**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>