**Job Profile Information: Process and Investigations Manager**

**This supplementary information for Process and Investigations Manager is for guidance and must be used in conjunction with the Job Capsule for**

**Level 5, Zone 2, Camden Way Category 4**

**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 and manage the parking processing team which encompasses the functions of budgetary responsibility, customer contacts, parking investigations, appeals, financial protection elements of the service, Freedom of Information Act requests and complaints. To provide expert knowledge and support for the leadership family and parking service in order to shape the future policies of parking and traffic enforcement in Camden.

To represent parking at a variety of meetings both internally and externally, attending members portfolio meetings where required and providing members with briefings where necessary. To represent the council at a variety of external meetings and forums such as the civil appeals tribunal (ETA) and the high court in person where required to present the councils case in a manner that protects the councils revenue and the public image. To lead and guide various projects within Parking Operations and across the council when they arise in order to further improve the service the council delivers to the public and to further drive down costs where opportunities arise in line with the Camden Plan.

To handle all contacts with stakeholders internally and externally in a way that seeks to protect the council’s revenue in a fair and reasonable manner. To provide support and leadership to the processing team in relation to detection of fraud within the parking function. To manage a large and high risk income and expenditure budget

To prepare to a high standard all correspondence, in a variety of forms, in accordance with the terms of relevant legislation and to represent the Council at personal appeals held at ETA. To prepare high quality evidence in preparation for parking and traffic appeal hearings to be presented by you or other officers at the appeals centre or by post.

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

* Help to identify the strategic priorities for the service, leading on the development and implementation of the Service Plan.
* Formulate and lead on the delivery of service wide projects.
* Continuously assess the performance of the service, identifying key issues and areas for improvement and ensuring appropriate changes are implemented and reviewed. Ensure an integrated, joined-up service provision across the varied parts of the function and with partners throughout the Council.
* Maximise income and recovery from penalty charges and remain compliant with the council’s standing orders and financial regulations through efficient management of the financial and operational processes and transactions undertaken by the parking service. Research and develop models of good practice relating to penalty charge notice recovery; develop and refine new models in order to maximise income and ensure best practice.
* Administer a performance management culture closely aligned to service and directorate priorities and supported by appropriate management information and evidence based decision making systems. Implement strategy and policy decisions effectively and in agreed timeframes.
* Develop a high performing agile workforce through the use of quality initiatives, performance management, KPIs and training programmes.
* Provide effective and appropriate representation of the service to members of the Council, customers and other stakeholders both personally, in written briefings, reports and presentations. Represent the Council on National and London wide bodies relevant to the work of the service.
* Act corporately and work closely with colleagues and as an advisor to the wider Directorate on legislative change relevant to Parking Operations.
* To manage the service’s contracts with Enforcement Agents, including drawing up specifications, variation, extension and re-let of new contracts; the formulation of contract monitoring regimes and standard-setting specifications; resolving or escalating service delivery issues and disputes; ensuring compliance with contract specifications and performance standards; and the critical examination of supplier tender submissions and leading and advising on the award of contracts in partnership with Procurement and the Head of Parking Operations.
* Monitor and analyse a range of performance data and management information, providing written reports and statistical information as required. Ensure that the customer enquiries and debt recovery budget is closely managed; that income and expenditure are accurately projected; that costs are contained and reduced year on year; and that income due to the council is recovered. Ensure that the management information that underwrites financial decision making is timely and of high quality.
* Lead on the development of all necessary systems and reporting functions to move towards a data led contract monitoring operation. This may involve the specification of new systems and process; the production and circulation of operating manuals; and the design of training programmes.
* Provide professional advice to parking management team and the leadership family and be the Council’s expert authority on controlled parking policies and criminal and civil law relating to parking, and all changes in legislation or government policy and their implications for the service.

**People Management Responsibilities:**

* Lead, manage and develop a high-performing Parking Process and investigations team, including recruitment and selection, performance management; staff development; and the formulation and prioritisation of work programmes. Ensure effective resource management and prioritisation, resolving resource conflicts within the team to ensure delivery of key objectives.

**Relationships;**

The post holder will:

* be comfortable working with a wide variety of different council officers at all levels from team members to the Chief executive and Members
* Communicate effectively with external organisations such as contractors, debt recovery specialists, other local and central Government bodies, Police, Lobbyists and resident representation bodies
* work in partnership with external bodies such as London Councils and the Courts to deliver robust process for fraud prosecutions and the parking service
* work closely with legal services to deliver a robust process for fraud prosecutions and the parking service
* provide leadership and support to the customer support team and will be expected to have a working knowledge of relevant legislation, and keep abreast of any changes or alterations to policy, escalating as appropriate
* To have some direct customer interaction, either face-to-face, over the phone or electronically. Providing excellent customer service is at the heart of this post and the post holder will be expected to lead a team that delivers a high standard of customer care
* Be a key member of the parking management team and will provide support for those other members of the parking management team on a day to day basis

**Work Environment:**

The post holder is required to work flexibly, adjusting their own and others’ workloads to meet individual work targets and the priority demands of the team. They will be required to work as part of a team, and help colleagues wherever possible. They will be office based (5PS) and required to work in a busy and demanding environment in which multi-tasking and organisation may be required to complete tasks. There may be a requirement to work outside normal office hours and attend evening meetings.

**Technical Knowledge and Experience:**

* Advanced specialist knowledge in the key areas of this role
* Having a high level of experience of customer care and interaction.
* Negotiations and management of external organisations and Contractors
* A high level of knowledge of policy, procedural and revenue implications of technical developments in parking control
* A good working knowledge of legislation as regards the recovery of parking debts
* An expert knowledge of parking legislation and regulations
* Good working knowledge of the councils budgetary planning and monitoring tools and experience of budget management of high levels of income and expenditure
* Experience of leadership and people management
* Good understanding of IT systems and software packages that apply to this role
* Experience of advising on and shaping policy within London Borough of Camden
* Good understanding of current developments within the industry, including regulatory changes and the associated operational implications and requirements.

**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>