**Job Capsule Supplementary Information: Operations Manager**

**This supplementary information for the Operations Manager** **is for guidance and must be used in conjunction with the Job Capsule for Job Family: Environmental Job Zone: Level 5 Zone: 2**

**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 operations team including budgets and all people management matters. Ensure the provision of a professional, effective and customer-orientated (fair and proportionate) parking enforcement and asset management service, with a focus on delivering an intelligence and data led operation. Secure value for money in the management and operation of the Council’s parking enforcement and asset management contracts, by developing and maintaining a productive client/supplier relationship that focuses on making every pound count.

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

* Operational management of the staff, premises and equipment of the parking enforcement and asset management services focused on continuous improvement and achieving year on year efficiencies and performance improvement.
* Lead on partnership agreements and contracts with external providers, formulating effective contract monitoring regimes and standard setting specifications; resolving or escalating service delivery issues and disputes; and ensuring compliance with contract specifications and performance standards.
* Improving services for the customer and ensuring that the parking regime in Camden is enforced in a proportionate and transparent manner, and that it is accessible and easily understood by the customer. To ensure an integrated, joined-up service provision across the varied parts of function and with partners throughout the Council.
* Lead on a performance management culture closely aligned to service and Camden Plan outcomes and supported by appropriate management information and evidence based decision making systems. To ensure effective and timely implementation of strategy and policy decisions.
* Effective and appropriate representation of the service to members of the Council, customers and other stakeholders both personally, in written briefings and reports and presentations. To act corporately and work closely with colleagues and as an advisor to the Directorate Parking Board on the strategic long-term planning and development of the Parking service.
* Lead on the variation, extension and re-let of new contracts, in partnership with central procurement and the Head of Parking Operations, including the formulation of contract monitoring regimes and standard-setting specifications; the critical examination of supplier tender submissions; and participation in the award of contracts.
* Produce and analyse a range of performance data and management information, providing written reports and statistical information as required. Ensure that the parking enforcement 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. To 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.
* Ensure that all aspects of the parking operations regime meet statutory and corporate legal and financial requirements.

**People Management Responsibilities**

Overall management responsibility for the Operations Team. Lead and manage all parking operations staff, including recruitment and selection; performance management; staff development; and the formulation and prioritisation of work programmes.

**Relationships**

The post holder will have regular interaction with external or internal contacts where issues may be complicated or sensitive or contentious. 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

Dealings with contacts will include the monitoring of performance for external contractors and raising of issues with such contractors with the potential for significant impact on the delivery of the service to the public and for the contractor. There may also be high levels of opinionated discussion with members of the public regarding the division’s operations.

**Work Environment**

The post holder will be required to manage a considerable amount of unpredictable change and competing priorities and as a specialist in this field will be expected to work independently and relatively autonomously

The role operates within a highly regulated environment so the post holder will need to remain compliant with relevant Council policy and procedures, and legislation.

During the course of work, the post holder may have to deal with high levels of personal confrontation.

The post holder will be on call to attend out of hours meetings as required.

The post holder will be expected to make decisions with only limited guidance, often where immediate answers need to be provided. Such independent decisions may then create a precedent for the future or lead to changes in standard procedures or service delivery.

The post holder will be required to continuously evaluate and assess processes and procedures, recommending and implementing improvements as required.

The post holder is responsible not only for the management of a high value contract/s (c£6m p/a) and revenue streams in excess of £20m, but also for the crucial first stages of a high risk process with important financial and customer service/satisfaction sensitivities.

The post holder will be required to plan and prioritise their own workload, using their initiative to complete tasks with a focus on service delivery and improvement.

The role will respond to a diverse range of unusual or uncommon issues, for example regarding contractual disputes, where solutions are not immediately obvious within established policies and a high level of judgement is necessary. The post holder will have to demonstrate an understanding of the (possibly conflicting) needs of all stakeholders, ensuring a responsive service dedicated to maintaining a high standard public realm environment.

**Technical Knowledge and Experience**

* Experience in managing negotiations with external organisations and contractors.
* An understanding of policy, procedural and revenue implications of technical developments in parking control
* Knowledgeable on parking legalisation and regulations
* Good understanding of current developments within the industry, including regulatory changes and the associated operational implications and requirements
* Ability to communicate effectively both verbally and in writing with members of the public, business representatives, contractors and Council members, including presenting reports to committees; other public meetings; and dealing with the concerns of elected members.
* Ability to effectively manage financial resources and budgets, in compliance with financial regulations.
* Excellent practical application of IT systems and software packages, including spreadsheets, databases and presentation programmes.
* 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.
* Appreciation of confidentiality requirements within the workplace.
* Ability to lead, manage and coach a team to deliver and drive an agreed level of performance, quality and customer care.
* Ability to make accurate, considered decisions within pre-defined policies and procedures, where option exist.
* Ability to identify opportunities, initiate and evaluate improvements to services.
* Experience in managing a team including the ability to identify the training needs of staff, develop a range of approaches to meet them and deliver training/coaching as required.
* Substantial background in contract management including setting and monitoring of performance standards

**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>

**Structure Chart**