**Job Profile**

**Job Title: Operations Officer - Parking**

**Job Grade: L3 Z2**

**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.

**About the 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.
* To detect cases for further investigation where possible fraud has occurred and/or debt remains outstanding to the council

**About you**

* 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

**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 primarily office-based (currently working from home. e.g. reviewing performance information and resolving issues with the contractor). and on street (e.g. quality checking civil enforcement officer activity)
* Multi-tasking and organisation will be required to complete tasks
* The post holder will be required to work on their own, and as part of a team

**People Management Responsibilities:**

N/A

**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

**Over to you**

We’re ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we’re supporting people, and we’ll redefine what a career can be. If that sounds good to you, we’d love to talk

**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](http://camdocs.camden.gov.uk/HPRMWebDrawer/Record/8081811/file/document?inline).

**Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn’t.

At Camden we are proud to be one of Hire Me My Way’s inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**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 or post to 5 Pancras Square, London, N1C 4AG,