**Job Profile**

**Job Title: Operations Expert - Parking**

**Job Grade: L4 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 parking and traffic management responsibilities of the council by using an in-depth knowledge of legislation and processes that includes the drafting of traffic management orders (TMO’s), changes to parking assets and impacts on contracts and service delivery. Taking a proactive approach towards developing high quality solutions to a range of challenges across the wider directorate by supporting council transport strategy policies. To lead projects ensuring that statutory requirements are adhered to but also clearly understood to stakeholders and customers to the service, making improvements to the service through data analysis, changes to procedures and utilising new IT solutions and innovations. To develop policy and procedures aligning with corporate objectives and policies, including asset management and maintenance IT systems, procurement of contracts, budget management. To lead projects across the service, providing expert advice and guidance to ensure wider policy and council objectives are met.

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

* To advise a wide number of internal customers as regards the legal standing of schemes as they relate to the TMO function.
* Work collaboratively with other Parking Experts and officers across parking and the wider directorate to ensure statutory requirements are maintained to a high degree in the production and use of Traffic Management Orders and parking assets
* Provide technical, policy and legislative advice and support to all teams within the service in a timely and professional manner.
* To ensure that any changes to statutory legislation, impacting on parking and traffic initiatives, are clearly addressed, and communicated within policy and procedures relevant to parking and traffic.
* To ensure technical data, contracts and TMOs are publicly available through the council’s website or other sources as part of the council wider open government initiatives.
* Maintain relevant elements of the councils parking GIS data, highlighting and implementing any relevant improvements to that system for both the customer and councils wider cost savings agenda.
* Develop quality monitoring processes across the service and wider directorate and ensure that monitoring is completed in a timely manner, providing constructive feedback and identifying areas of improvement where applicable.
* Effective and appropriate representation of the service to members of the Council, customers and other stakeholders both personally, in written briefings, reports and presentations.
* To provide technical expertise to the project team on the delivery of parking projects.
* Ensure that budgets are 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 partnership agreements and contracts with external providers. This includes the variation, extension and re-let of new contracts, involving the formulation of contract monitoring regimes and standard-setting specifications; the critical examination of supplier tender submissions; and participation in the award of contracts; resolving or escalating service delivery issues and disputes; and ensuring compliance with contract specifications and performance standards

**About you**

The post holder is required to work flexibly. To lead on projects where expert knowledge and technical expertise will be of benefit to the outcomes required. This will involve communications across all teams within the directorate and beyond where necessary. They will be required to work as part of a team and assist colleagues with advice and project work wherever necessary. They will work according to the councils agile working principles and be primarily based at 5 Pancras Square but also be expected where possible to work from a variety of other locations and at home when required. There may be some requirement to work outside normal office hours and attend evening meetings, where relevant notice is provided.

**Technical Knowledge and Experience:**

* Comprehensive knowledge of TMO drafting, governing legislation and the processes that support that function.
* Understanding of the processes by which public realm improvements are progressed from consultation to implementation.
* Providing support and advice to the parking services management team and the wider directorate on a wide range of technical parking and traffic procedure issues.
* Knowledge of the legislation governing parking assets including (but not limited to) road markings and signage.
* Excellent attention to detail and ability to manage complex projects effectively, often for high level audiences.
* Experience of making accurate, considered decisions within broad guidelines and without close supervision.
* Able to provide advice and training to colleagues to increase their service and technical knowledge
* Communicate complex information both verbally and in writing to a wide range of audiences, including elected members and the public.
* Knowledge of GIS and asset management principles.
* Knowledge of SQL reporting and database interrogation techniques in general to provide management information relating to parking assets.
* Ability to research and use data from various sources constructively and imaginatively to work out solutions to problems.
* Have worked effectively as a member of a team and developed positive working relationships with other staff across the department and council at various levels.
* Ability to use GIS software and other relevant IT systems to manage data effectively and to produce reports showing information in a spatial format.

**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.)

**People Management Responsibilities:**

Due to spans of control, the post holder will be responsible for working with the Operations Manager and Operations Specialists to support day to day management for the entire team.

**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

The post holder will be interacting with these contacts on a range of matters that will at times be contentious and difficult. This will include the monitoring of performance for external contractors and raising of issues with such contractors.

**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,