**Job Description**

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| Job Title: Operations and Contracts Officer |
| POSCODE: 333008900 |
| Grade: SO2 |

**Overall purpose of the job**

To be accountable for the monitoring of the day-to-day performance all contractor within Parking Services including the day to day management of Civil Parking Enforcement.

To ensure new requests for enforcement are explored and actioned as appropriate and resolving parking enforcement related complaints and disputes between customers, contractors, Councillors and other partner agencies.

To assist in the collation of key information to enable the delivery of specific parking projects ensuring the needs of the local community and the public are balanced and that these offer value for money by maximising the use of limited resources.

Consistently utilising data, knowledge and information to develop and implement initiatives that will improve the customer experience and meet the objectives of the Place and Sustainability directorate and wider Authority.

Working within the parameters of the relevant legislation/regulations and adhering to the Council’s Policies and procedures when undertaking all aspects of service delivery.

**Main accountabilities**

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

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|  | **Main accountabilities** |
|  | * Provide overall supervision of the contractor’s work in relation to the delivery of all parking enforcement services contracts.
* Setting priorities and directing the day-to-day deployment of Civil Enforcement Officers and other enforcement resources to meet the operational needs for traffic management.
* Assist in the review, preparation and proposed strategy on all matters relating to parking control including, preparing and analysing reports, understanding feasibility studies/consultation feedback to determine a plan for implementation including any operational changes.
* Develop and implement a programme of monitoring and recording the contractor’s activities, in particular Enforcement Officers in connection with the issuing of penalty charge notices, in respect of agreed policies, priorities, working practices, and standards of performance.
* Contribute to the identification of opportunities for improving the operation of all contracts.
* Discuss with the Contractors all instances where the contract requirements/specific KPIs have not been met, taking remedial action and invoking any appropriate defaults.
* Complete all contract documentation and related correspondence ensuring efficient storage and accessibility for audit and management purposes.
* Contribute and promote practical and innovative ideas that utilise parking opportunities and provide a service that demonstrates value for money whilst meeting the needs of the public.
* Support the Parking Operations Manager in developing projects that best meet the needs of the local community by actively seeking input from local members, key stakeholders, potential users and the local community
* Liaise with colleagues in the local Projects, Policy and Regulation and Parking Policy Teams to ensure projects are delivered in an effective and efficient manner
* Receiving and reviewing new requests for enforcement from the public and other agencies, implementing changes where appropriate and using the detail to contribute to the long-term planning of future enforcement policies and priorities.
* Act as the Council’s representative in a timely and professional manner, offering information and guidance and resolving problems, for example when the contractor’s staff are unable to satisfy the customer, or when the contractor and the customer are in dispute.
* Investigate and respond to complex complaints received concerning the operation of parking enforcement operations/ contract delivery, making recommendations for any corrective action needed.
* Develop an effective working relationships with Members and local communities including businesses and residents to support their needs regarding matters associated with parking management.
* Provide support across the Parking Policy, Local Highways and Policy Regulation Teams as required to ensure efficient and effective service delivery.
* Assist colleagues with the implementation of any changes to the Parking Policy
* Produce reports that monitor parking permit figures and fluctuations across the wider parking network.
* Undertaking procurement exercises adhering to the Councils Contract Procedures Rules
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|  | **Partnership Working*** Represent Cambridgeshire County Council at stakeholder, networking or partnership meetings, working jointly and collaboratively to improve local service delivery and foster good communication links.
* Work with partners, contractors and suppliers ensuring that contracts, projects and joint ventures are performing well, meeting outcomes, are best value for money and are fully compliant with County Council approaches.
* Ensure appropriate attendance at meetings and events with partners related to Parking but mainly area of professional specialism (Contract Monitoring).
* Build and nurture strong relationships with internal teams, external partners, communities and members by way of positive engagement and service improvement.
* Develop strong professional networks such as other Local Authoities and relevant Associations to share good practice and broaden learning opportunities.
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|  | **Role specific accountabilities** * Monitoring of contracts to ensure the performance of provision within the relevant service area across contracts and thus ensure value for money.
* Support on the development and implementation of new/improved service delivery programmes that the Authority identify relevant to Parking Management leading to savings, and service developments as required.
* Provide advice, guidance and support to the Parking Service team in relation to Parking Enforcement associated with the Traffic management Act 2004, The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022,The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (England) Regulations 2022 and other related legislation/guidance/statutory instruments.
* Ensuring attendance at relevant networking events and user groups to enable the sharing of key information.
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|  | **Professional Values, Behaviours and Standards** * Widely understood to hold professional expertise in area of specialism for the organisation and well respected as a strong advocate for quality, continuous improvement and driving good outcomes for communities and the Council.
* Demonstrates accountability for any decision made which may impact upon individual or team outcomes, acknowledging where support is needed and expecting others to do the same.
* Lead by example both in terms of promoting positive, collaborative behaviours and practice expertise.
* Deliver through others by developing strong internal and external relationships and shared understanding.
* Carry out duties in a timely and responsive manner, in line with CCC Standards and professional frameworks.
* Advocate a positive workplace culture within the team, promoting positive health, wellbeing and support for employees.
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|  | **Equality, Diversity and Inclusion** Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs |
|  | **Environment**Ability to contribute to our commitment of becoming a Net Zero organisation by 2030.    |

**Person Specification**

**Qualifications, knowledge, skills and experience**

Minimum level of qualifications required for this job

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| Qualifications Required | **Subject** | **Essential/****Desirable** |
| * 2 ‘A’ Level (4AS Levels), BTEC, or equivalent extensive relevant experience
* Proven track record of suitable employment in parking services
 |  | EssentialDesirable |

Minimum levels of knowledge, skills and experience required for this job

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| --- | --- | --- |
| Identify  | Describe | Essential/Desirable |
| **Knowledge** |  |  |
| Policy, Legislation and Regulation  | An in depth knowledge and understanding of relevant legislation and guidance including but not limited to; Traffic Management Act 2004, Traffic Signs Regulations and General Directions 2016, The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022, The Civil Enforcement of Road Traffic Contraventions (Representation and Appeals) (England) Regulations 2022.  | Desirable |
| Policy, Legislation and Regulation | An understanding of current and emerging policies, legislation and regulation and the application of this within the sector.  | Desirable |
| Service Knowledge | Significant demonstrable experience in working within a parking/traffic management team environment | Essential |
| Service Knowledge | Enforcement of parking regulations | Desirable |
| **Skills** |  |  |
| Interpersonal Skills | Can organise and motivate small project teams on complex tasks. | Desirable |
| Decision Making  | Able to think clearly and act quickly, independent of senior management support to resolve immediate issues.  | Essential |
| Strategic Thinking  | An individual who can adapt their communication style accordingly in both verbal and written methods. | Essential |
| Interpersonal Skills | The ability to create and nurture successful relationships with internal/external partners and the general public | Essential |
| Analytical Skills | The ability to work with minimal supervision and prioritise own workload, self-motivated and creative approach | Essential |
| Interpersonal Skills | The ability to develop and sustain systems and processes to effect high quality service delivery and maintain performance.  | Desirable |
| Strategic Thinking  | A methodical approach to dealing with enquiries | Essential |
| **Experience** |  |  |
| Interpersonal Skills  | Well-organised, flexible and have a proactive attitude with the ability to think strategically and calmly under pressure |

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|  Essential  |

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| Interpersonal Skills  | Experience in creating and leading successful relationships with both internal and external partners | Essential |
| Partnership Working and Collaboration | Experience of working alongside a wide range of internal and external partners. Experience of working effectively as part of a team, engaging and sharing information with colleagues and external partners. | Desirable |
| Communication | Proficient in the use of IT packages with a good working knowledge of Microsoft Office, including Word, Excel, Outlook, PowerPoint and TEAMS | Essential |
| Equality, Diversity and Inclusion (applies to all roles).  | Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.    | Essential |
| Net Zero (applies to all roles).  | Ability to contribute towards our commitment of becoming a net zero organisation.    | Essential  |

**Disclosure level**

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| What disclosure level is required for this post? | **None √** | Standard |
| Enhanced | Enhanced with barred list checks |

**Work type**

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| What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid) | Fixed  | **Hybrid****√**  | Field | Remote | Mobile |