



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Team Leader Parking	Role Profile Number: OPN52
Grade: M	Date Prepared: February 2019
Directorate/Group: Highways and Transport, Communities & Housing	Reporting to: Operations Manager
Structure Chart attached:	No

Job Purpose

- Ensuring that the regulations and policies governing all aspects of parking enforcement & Highway management strategies and protocols are adhered to, in line with the Traffic Management Act 2004 & the Highways Act 1980.
- To challenge the behaviour of people who are responsible for 'Envirocrime' (principally fly tipping, incorrect waste presentation, fly posting, graffiti, littering and dog Fouling/Straying) and to support formal legal proceedings when required.
- Fully conversant with Parking Operations procedures and work instructions.
- To monitor for compliance that all Pay on Foot car parks are secured / unlocked, manned and functioning in accordance with agreed procedures, and the Parking Services business plans.
- To work 37 hours per week, Monday to Sunday, including bank holidays on a rota basis, between the hours of 6am and 11pm. Overtime may be available

Key Accountabilities

- Organising rotas subject to sickness or absences, taking into account operational requirements.
- Downloading handheld computer terminals and digital images into the relevant processing system. Managing Pay & Display machine electronic data.
- Checking on serviceability of all equipment and vehicles before assigning to staff members daily.
- Attending incidents, giving advice and instruction to CEO's & other departmental officers, in line with Highways and Transport operational procedures. Investigate reports of breeches of policy or procedure. If required contact police or other agencies for assistance. Forwarding details to line managers within the group.
- On-street PCN and Resident Permit quality compliance.
- Contravention code compliance ensuring correct use of all contravention codes.
- Sickness reporting and return to work interviews- following council procedures.

- Keeping abreast with all Traffic Management & Highway changes to regulations.
- As Team Leader you will be on street in a Civil Enforcement Officer role. Will be required to patrol on foot around car parks and streets and will cover the Kiosk attendant duties when required.
- Checking of incident reports, accident reports, handover books, occurrence book, and actioning enforcement requests
- Liaise with other departments within Swindon Borough Council, also the police when required.
- Reporting defective Signs, Lines, traffics lights, streetlights, smoke free legislation, fly posting, statutory nuisance legislation and Traffic Management Act.
- Ensure beat compliance to Minimum Visit Frequency (MVF)
- Any other duties as directed by the Parking Management Team within the Grade

Supplementary Accountabilities

- Stand in for Line Manager in his/her absence, including meetings, phone and messages check.
- To represent Parking Management to outside organisations on enforcement related matters.
- In accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.
- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.
- You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy
- Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme and to undertake a program of continuous development.
- Participate in equality and diversity training, information briefing and events as and when required as part of continuous professional development.
- Promote equality and diversity best practice in all areas of work. Parking Services is committed to working in a manner which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion, gender or other protected characteristic.
- Data Protection:
In accordance with the provisions of the Data Protection Act 2018 (DPA2018), and the EU General Data Protection Regulations (GDRPR) jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.
- NOTE:
This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in consultation with the postholder.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

Minimum

- Staff supervision in a similar or related field
- Good communicator, incorporating cheerful, friendly and outgoing approach to people
- Good interpersonal skills
- Experienced in a related field including experience of face-to-face contact with the public
- Numerate, literate and able to keep records
- Experience of operating IT systems in the workplace

Preferred

- Knowledge of parking enforcement regulations preferably in a public sector environment
- Knowledge of Swindon and surrounding area.
- Experience of shift working over seven day rotations
- Experience of working away from direct supervision
- Experience of regular work outdoors
- Experience in handling unreasonable behaviour and difficult situations

Qualifications

Preferred

- Full UK Driving Licence
- GCSE Maths and English Grade C or above, or equivalent qualifications

Decision Making

- Disciplinary investigations - short term.
- Parking Dispensations-short term or long term determined on the contract length.
- Car park closure or part closure – Repair work, building work or incident. Short term –impact on revenue.
- Beat and Roster changes on ad-hoc basis.
- Incidents or accidents that occur involving staff or members of the public.

Creativity and Innovation

- Assist the department in developing the service provided.
- Highways and Transport and Parking related notices or signs.
- Staff wellbeing / motivation.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • 2 Kiosk Officers • 14 Full time Civil Enforcement Officers • 3 Part time Civil Enforcement Officers <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • lead the Civil Enforcement officers in their day to day activities 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>Monitoring on-street quality and performance, equipment and vehicle management, KPI monitoring. Management reports</p> <p>CEOs equipment issue. Keys for vehicles and building (Council Property).</p>
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Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Police - for incident reporting and follow-up.
- Abandoned vehicle department, highways.
- Members of the public – Highways and Transport related.
- Members – Highways and Transport related.
- Various council departments for Highways and Transport related matters.
- Technical Services –repairs.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	