

Swindon Borough Council Role Profile	
Job title:	Team Leader
Role Profile reference:	OPN52
Date:	15/09/2020
Manager/Director:	Operations Manager
Directorate:	Highways and Transport
Team:	Parking Operations

Job Purpose:

1. *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.*
2. *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.*
3. *Fully conversant with Parking Operations procedures and work instructions. Leading Civil Enforcement Officers during shifts*
4. *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.*

Key Accountabilities:

1. *Organising rotas subject to sickness or absences, taking into account operational requirements.*
2. *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.*
3. *Attending incidents, giving advice and instruction to CEO's & other departmental officers, in line with Highways and Transport operational procedures. Investigate reports of breaches of policy or procedure. If required contact police or other agencies for assistance. Forwarding details to line managers within the group.*
4. *On-street PCN and Resident Permit quality compliance. Contravention code compliance ensuring correct use of all contravention codes. Ensure beat compliance to Minimum Visit Frequency (MVF)*
5. *Sickness reporting and return to work interviews- following council procedures.*
6. *Keeping abreast with all Traffic Management & Highway changes to regulations.*

7. *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.*
8. *Checking of incident reports, accident reports, handover books, occurrence book, and actioning enforcement requests*
9. *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.*
10. *Any other duties as directed by the Parking Management Team within the Grade*

Supplementary Accountabilities

11. *Stand in for Line Manager in his/her absence, including meetings, phone and messages check.*
12. *To represent Parking Management to outside organisations on enforcement related matters.*
13. *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.*
14. *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.*
15. *You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy*
16. *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.*
17. *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 and Experience:

Use this section to describe the qualifications, knowledge and experience required to do the job. Try to avoid listing the skills and experience of the current incumbent(s). Remember experience can be just as important as qualifications. Don't refer to how many years of experience might be required.

Decision Making:

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

Creativity and Innovation:

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

Job Scope:

The team leader manages 2 levels of staff and interacts with the Parking Operations Support team on a daily basis

1. Kiosk Officers, The team Leader is to lead the kiosk officers in their day to day activities. Ensuring tasks are completed in a timely manner.
2. Civil Enforcement Officers, The team Leader is to lead the Civil Enforcement officers in their day to day activities. Ensuring compliance of traffic regulation orders

Budget and resources:

The team leader has no budget responsibilities. They are responsible for Monitoring on-street quality and performance, equipment and vehicle management, KPI monitoring. Management reports

The team leader is responsible for CEOs equipment issue. Keys for vehicles and building (Council Property).

Contacts and Relationships:

- 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.

Values and Behaviours

We strive to underpin our culture of being At our Best through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role:

1. 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
2. Emotional, Physical & Mental Demands of the Job:
 - a. Stress due to abusive, threatening and or physically violent customers.
 - b. Stress due to contact with Drunk, Drug users and their paraphernalia.
 - c. Stress due to occasional contact with Suicidal and or Self Harmers within our car parks.

- d. Physical demand due to beat coverage carrying multiple pieces of equipment out in all weathers.
 - e. Some mental demand due to being alert at all times to Health & Safety awareness whilst attending duties.
3. Health & Safety aspect of the role:
- a. Lone working- between 08:00 and 18.00 patrol beats around Swindon with safety equipment, i.e. Radio, mobile phone and or safety alarm.
 - b. Traffic and Environmental Noise encountered walking in busy areas, which may have road works, building works etc.
 - c. Some inhalation of fumes within vented Multi-storey car parks.
 - d. May need to stand close to busy (30mph and 40mph) roads to affix Penalty Charge Notices to vehicles.
4. Shift times and allocation of beats may change at short notice to ensure we continue to provide the service required to Swindon Borough Council

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Please add the names of the employee(s) that do the job and their line manager.	
Employee:	
Date:	
Line Manager:	
Date:	