



**JOB DESCRIPTION (JD)  
AND EMPLOYEE  
SPECIFICATION (ES)**

Job Title:	Principal Parking Services Officer		
Grade:	G11	Service Area:	Highways & Transport
Job Code:	TE4S237100		
Reports to:	Team Manager	Location:	Civic Centre/blended working arrangement
Special Conditions:	<p>The post holder will be required to:</p> <ul style="list-style-type: none"> <li>▪ Undertake duties based on the needs of the service outside normal working hours, as directed by the Team Manager in accordance with agreed working patterns and the Council's conditions of employment.</li> <li>▪ Work on site at any location in the Borough as necessary.</li> <li>▪ Hold a full driving licence and provide a vehicle as necessary.</li> <li>▪ Attend Committees, professional and governmental meetings and other public meetings as directed by the Team Manager</li> <li>▪ To communicate verbally with customers and provide advice and / or information in accurate spoken English</li> </ul>		

*At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:*

*Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*

- *Embrace change and strive for improvement continuously;*
- *Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- *Challenge the status quo, enable and empower, act with integrity.*
- *Together, they will deliver services that the people of Walsall will be proud of.*

**1. Corporate duties and accountabilities:**

The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.

A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service

delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.

Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.

This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

▪ **Main purpose of the job role:**

Provide the lead specialist role with respect to

- The implementation and management of revenue and capially funded parking, bus lane and moving traffic enforcement schemes
- The project management and coordination of routine parking, bus lane and moving traffic enforcement works
- The appointment, control and supervision of contractors and consultants
- To advise internal and external stakeholders on parking, bus lane and moving traffic enforcement matters

To be responsible for the daily operational management and development of:

- Parking enforcement
- Bus lane enforcement
- Moving Traffic contravention enforcement
- The management and maintenance of council owned car parks
- The management and maintenance of on street pay and display parking
- Parking permit provision
- Independent adjudication cases
- The timely investigation and response to customer enquiries and service requests

Assist the Team Manager in leading the Parking Services function within the Highways & Transport Service and deputising as required.

Represent the Council at internal and external meetings, groups and partnerships, ensuring that the Council priorities and position is truly represented, including securing the resources required to deliver its strategic responsibilities and projects.

Professionally advise and make recommendations as required to Elected Members and senior officers at the highest levels to develop and foster agreement and support for Walsall's aims, ambitions and priorities, seeking and securing their support as required.

Contribute to the development of policies and programmes that deliver Walsall's ambitions.

To assist in the delivery of the Council's statutory obligations as the highway authority

To ensure compliance with the relevant legislation as well as national standards and codes of practice.

**2. Role specific duties and accountabilities:**

## Management & Strategic

Deputise for the Team Manager and actively contribute to advancing the performance of the service within given resources.

In conjunction with the Team Manager, actively contribute to the development of policies, service plans and programmes of work.

Implement relevant Government policies and legislation.

Prepare and procure parking, bus lane and moving traffic contravention enforcement and engineering contracts in accordance with the Council's Contract Procedure Rules and Financial Procedure Rules.

Manage, supervise and coordinate external contractors and consultants engaged on behalf of the service area or associated functions.

Assist with the preparation of Cabinet reports as necessary.

Identify opportunities and secure external funding for delivery of parking, bus lane and moving traffic contravention initiatives. Daily operational management and direction of the parking, bus lane and moving traffic enforcement teams

## Service Delivery

Be responsible for detail design of parking, bus lane and moving traffic contravention schemes and preparation of detailed estimates of construction costs and to act as Project Manager for individual schemes as necessary.

Ensure proper liaison with and co-ordinate the activities of all persons and other bodies associated with, or affected by any proposed schemes or proposals under the control of the team.

Be responsible for the organisation and management of site investigation works.

Be responsible for ensuring compliance with The Construction (Design and Management) Regulations and other Health and Safety Regulations. The post holder can reasonably be expected to perform the roles of Planning Supervisor, Designer or Project Manager/Client for individual schemes.

Maintain records and statistical information on the work undertaken by the team, for which the post holder is responsible.

Prepare documents, reports, plans, calculations and statistical data associated with the work of the team.

Record expenditure on those parts of the capital and revenue programmes for which the post holder is responsible and to ensure that such expenditure is accounted for as directed and in accordance with Standing Orders and Financial Regulation.

Deal with general correspondence and enquiries concerned with the work of the team.

Be responsible for parking, bus lane and moving traffic contravention enforcement being undertaken in accordance with statutory requirements and timescales.

Be responsible for the effective and efficient deployment of contracted enforcement staff and technology

Be responsible for the efficient provision of parking permits to staff and residents of the borough.

Be accountable for the revenue and capital budgets allocated to the post holder

## Collaboration

Work with internal and external partners such as contractors, consultants, developers and utilities to ensure that service arrangements and developments in Walsall are designed and delivered to the maximum benefit of the Council.

Participate in working groups, professional and technical forums and partnership working initiatives and stakeholder groups, acting as a representative of the service and the council.

#### Horizon Scanning

Support the development of a culture of continuous quality improvement within the services for which the post holder is accountable, providing advice and encouragement for the implementation and monitoring of quality policies, standards and systems.

Ensure that output and quality of work is of the highest standard and accords where appropriate with current regulations / legislation/Council standards.

Promote the development and implementation of new ways of working and modernised service delivery.

#### Leading People

Facilitate and support all managers in the supervision of staff and operational workforce to provide an efficient and effective service to customers, maintaining high levels of discipline, moral and work standards.

Ensure appropriate Health and Safety and Risk Management measures are in place and that compliance is monitored.

#### Managing Resources

Support the Team Manager in identifying saving and growth requirements to contribute to the corporate budget setting processes.

#### General

As required, the post holder must also carry out actions and undertake duties as are allocated to Senior Engineers.

The post holder must also undertake other duties within his/her competence or otherwise appropriate to the grading of the post as required.

This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be reviewed periodically to ensure it remains appropriate for the role.

The areas for which the post holder is responsible will be kept under review and may change over time in response to emerging priorities and organisational development.

### **3. Key Stakeholders and reporting lines**

#### Reports to

Team Manager

#### Responsible over

The enforcement and operational parking service team staff, any delegated project teams or project officers, seconded officers, students and trainees

The post holder will have day-to-day responsibility for: -

- Assisting the Team Manager with respect to service delivery
- The timely investigation and response to customer enquiries and service requests
- General activities related to the roles and functions of the service

The post holder will represent Walsall Council's interests at Traffic Penalty Tribunal, national, sub-national/regional and sub-regional levels, including joint working in the Black Country, West Midlands Metropolitan Area, West Midlands Region and Midlands.

#### 4. Person specification

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Grade: G11

Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> refer to corporate behaviours document		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	A/I	2
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)		
Must demonstrate the ability to monitor, manage and the performance of suppliers and contractors.	S/I	3
Must demonstrate the ability to represent the Council at local and regional groups	S/I	3

Must demonstrate the ability to develop and implement strategies, policies and procedures aimed at the efficient and effective delivery of the relevant service.	S/I	3
Must demonstrate the ability to prepare, present and defend the Council position at the Traffic Penalty Tribunal or any other formal forum where a service specific expert witness is required	S/I	3
Must demonstrate the ability to develop, implement and manage contracts	S/I	3
Must demonstrate the ability to prepare, manage and control budgets within the revenue and capital programmes	S/I	3
Must demonstrate an ability to identify the need for and implement changes to policy, procedures and processes	S/I	3
Must demonstrate the ability to prepare, and present where required, technical and committee reports associated with the relevant service.	S/I	3
Must demonstrate excellent communication skills.	S/I	3
Must be computer literate	S/I	2
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
Must demonstrate significant experience of delivering highways, parking, bus lane and moving traffic contravention capital and revenue funded schemes and programmes of work.	A/I	3
Must demonstrate an in depth knowledge and understanding of relevant service specific legislation	S/I	3
Must demonstrate knowledge of engineering contracts including NEC contracts.	S/I	2
Must demonstrate experience of supervising contractors and/ or engineers	A/I	3
Must demonstrate experience of working with elected members and officers at senior levels.	A/I	3
Must demonstrate experience of effective stakeholder management and customer engagement.	A/I	3
Must demonstrate full awareness of the requirements of the Health & Safety legislation.	A/I	3
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		

HNC or above (or equivalent) in a subject relevant to the service or significant relevant service experience	A/I	3
Track record of, and commitment, to continuous personal and professional development	A/I	3
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
<b>Prepared by:</b>	Paul Leighton	<b>Date:</b> July 2024

