

London Borough of Redbridge

Head of Parking

About Redbridge

Redbridge is home to 311,000 residents, more than 350 local voluntary and community organisations and thousands of businesses. We are among the fastest growing parts of the country and the third most diverse London borough. Our communities are attracted by a mixture of excellent schools, relatively affordable housing compared to other parts of London, high quality open spaces and rapid transport connections into the heart of the city.

Our population is getting both younger and older - driving increased demand in both adults and children's services. A growing population has placed huge pressure on a housing stock built for a different era. The pace of change to meet these challenges is phenomenal.

Alongside our values of **Collaboration, Honesty, Excellence and Fairness**, we have an ambitious strategic delivery plan to make Redbridge a great place to live.

Job Description

Job Title:	Head of Parking		
Accountable To:	Operational Director – Neighbourhood Services		
Grade:	LBR22	Salary:	£86,274 - £89,667 inc. London Weighting
Direct Reports:	TBC	Total Staff & Budget:	TBC

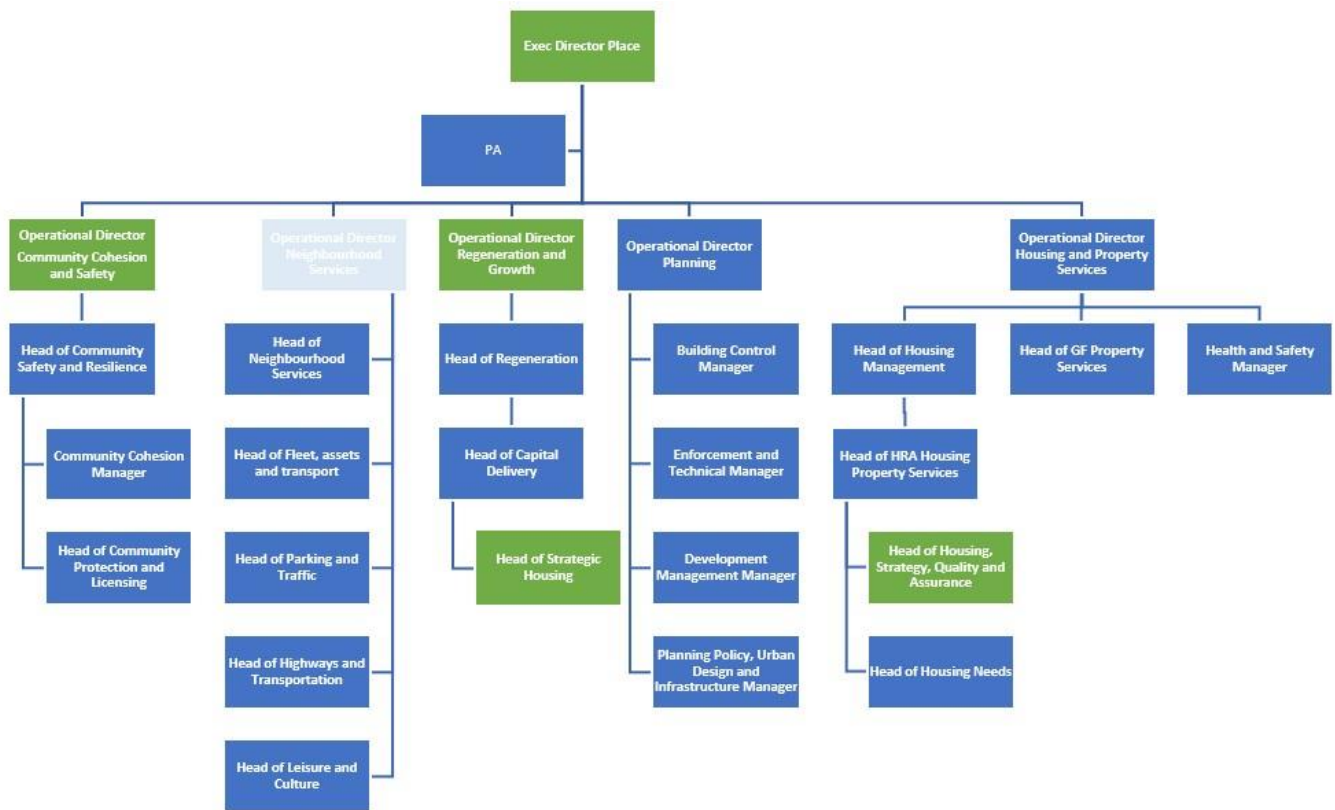
Purpose of the Role

To lead our Parking Services, responsible for all Council car parks and on-street parking – ensuring a service that is both commercially and customer focused. The post holder will have expert knowledge of current legislation and best practice in the sector, but this professional expertise will be enhanced by a broader strategic appreciation of how parking strategies can align with wider place, regeneration and economic development programmes. Ensuring a highly responsive approach to customer issues, recognising the high levels of attention and scrutiny that this service attracts, including from elected members. The post holder will explore best practice, including how we can make better use of technology in delivering a more efficient and customer-focused service that complies with all relevant legislation.

As well as experience of leading teams of technical experts, the post holder will require experience of contract management, quality assuring the work of partner organisations. The role requires working with a diverse set of stakeholders and working through contentious and complex issues to arrive at appropriate resolutions.

- To uphold the Nolan [Seven Principles of Public Life](#).
- Ensure that both **internal and external communications in relation to the service are effective**, appropriate and improve and enhance the reputation of the service and the Council.
- Effective **resource management**, including prioritisation, resource allocation and controlled spending while investing and spending for long-term value as well as near-term cost/benefit.
- To model a **culture of openness, inclusivity, learning and public service** and assure effective teamwork and corporate working.
- Impartially engage in the **political interface** and overlaps of officers with councillors, codes, standards, protocols and respect.
- To observe good and effective **governance** across the organisation.
- To support a culture of **continuous improvement**, encouraging learning and curiosity.

Directorate Structure Chart



Key Accountabilities

Parking services

- To be strategically and operationally responsible for **leading, motivating and directing the Parking service** in order to achieve an efficient and effective high level of performance and customer satisfaction.
- Provide **expert Parking knowledge, including policy, best practice and law**, ensuring that all policies, processes and approaches are documented and are up to date, reflecting practice.
- To lead on and develop a robust **business plan for the Parking Service** which recognises the legislative drivers and opportunities to develop the service within on-going resource constraints.
- To be **innovative and develop the parking service utilising new technology** and new ways of working to maximise efficiency and productivity.
- To manage performance, setting clear targets for the service and to **monitor performance and taking appropriate action** to ensure success in a contract management setting.
- To consider **the external market for parking services**, advise on make or buy options and commission services where appropriate.
- To act as the **ultimate arbiter and decision maker in respect of Penalty Charge Notice decisions** in accordance with the Traffic Management Act 2004.

Corporate working

- **Brief and advise, as required, Elected Members, the Chief Executive, Executive Directors and other senior officers**, as appropriate.
- To work in **partnership with other parts of the council and external agencies** in order to deliver effective outcomes.

Politics and political interface

- Develop and maintain **effective working relationships** with elected Members.
- Promote a **culture of political awareness** amongst officers to help translate political will into appropriate future strategies and delivery of outcomes.

Good governance

- Work to ensure that **legal, financial, procedural** and other provisions governing the affairs of the Council, are properly observed and that appropriate action is taken to protect the best interests of the Council.
- Work to ensure that **risks** associated with Council activity are effectively mitigated, including the risk of fraud and corruption.

Public Ethics

- Ensure that fairness is observed in **equal treatment, equal opportunity, relational equality, and equity**.

Continuous Improvement

- Support a culture of **continuous improvement and innovation**, identifying opportunities for **income generation**, with plans for the effective implementation of **efficiency savings**.

Other Duties

- Support the Chief Executive in relation to **emergency planning** and resilience, providing support for the co-ordination of all measures to manage an emergency affecting the Council during the response and recovery phases.
- Demonstrate commitment and support for **safeguarding** the welfare of children, young people and adults at risk.
- Ensure all duties are carried out in **compliance** with the Council's financial regulations, policies for Diversity, Equal Opportunities, Risk Assessment, Health and Safety and all relevant statutory or professional requirements.
- Perform **any other duties** imposed by law, or which the Council may reasonably require.

Person Specification

Qualifications

- Qualified to Degree level (or equivalent experience).
- Membership of a relevant professional body
- Evidence of continuous professional development.

Knowledge

- Extensive knowledge and a **clear understanding of the major issues, priorities and demands facing Parking.**
- Knowledge of current methods of **procurement and commissioning.**
- Knowledge of **utilising technology** effectively to drive service improvement.
- **The statutory role of local authorities and the role of the council's core statutory officers** in assuring probity and propriety.
- **National and regional policy issues** which relate to local government.
- **Good governance principles** in the corporate and public sector, as well as internal processes of scrutiny and formal checks and balances.
- **Local Government financial management.**
- An understanding of the political **make-up of the Council and its committees**, the responsibilities of councillors in their various decision-making, scrutiny and community leadership roles.
- Relevant statute, including **Civil Contingencies Act (2004)**, **Social Value Act** and local authority responsibilities.
- Local authority **safeguarding duties & responsibilities.**
- **Health & Safety** legislation.

Experience

- Senior **management experience of Parking services** including associated experience of developing business plans which capture the services objectives, policies and strategies.
- Experience of **commissioning services and client management of contracts.**
- Experience of **utilising technology in driving efficiencies and service improvement** including improving the customer experience.
- Evidence of success in **determining and evaluating service quality and achieving value for money.**
- Inclusively **leading and motivating a diverse team.**
- Effective **budget management.**
- Effective **performance management:** reported metrics of relative cost-effectiveness to comparators.
- Working successfully in **partnership and building strong relationships** with government, public agencies, private sector, voluntary bodies, statutory and non-statutory bodies.
- Working in and adapting to a range of **political environments.**
- Creating a **positive culture of learning and improvement.**
- **Developing a street-level understanding** of a local area (its wards, districts, boundaries, and connections).
- Personal leadership in the achievement of **equal opportunity** in both employment and service delivery.

Skills and Abilities

- A high degree of **openness, honesty and personal integrity** with an ability to engender trust & confidence amongst peers, staff, residents & stakeholders.
- Ability to **manage calmly and with clarity of purpose** in highly visible and accountable circumstances.
- **Political acumen and sensitivity**, with the ability to develop productive working relationships with elected members.
- Have a clear, understandable and confident **communication style** and **negotiation skills** that foster team working and improves organisational effectiveness.
- Able to **deescalate tensions and de-personalise conflict** between individuals and parties
- Able to balance **management grip and empowerment** commensurate to risk and its mitigation through internal controls.
- **Personal resilience** with the capacity to cope with ambiguity, uncertainty and pressure and the ability to work under public scrutiny whilst maintaining a sense of perspective.
- Personal commitment to **continuous improvement and the development of others**.
- Ability to meet **tight deadlines and prioritise** workloads.

Additional Information

- The role will involve irregular working patterns and will require the post holder to be able and willing to work during these periods, including evenings and occasional weekends.
**The salary scale is inclusive and recognises the volume of work in addition to and outside the Council's normal office hours required by the post*
- This post falls within the 'politically restricted' category under the Local Government and Housing Act 1989. The detail of the restrictions this places upon you are as outlined in the Statement of Main Terms and Conditions of Employment.