

## Job Description

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| <b>JOB TITLE:</b>         | Head of Parking & Mobility Services                                                                                                                                                                                            |
| <b>GRADE:</b>             | Grade P                                                                                                                                                                                                                        |
| <b>POST NUMBER:</b>       | TBC                                                                                                                                                                                                                            |
| <b>DIRECTORATE:</b>       | Communities                                                                                                                                                                                                                    |
| <b>SERVICE:</b>           | Public Realm                                                                                                                                                                                                                   |
| <b>RESPONSIBLE TO :</b>   | Director of Public Realm                                                                                                                                                                                                       |
| <b>RESPONSIBLE FOR:</b>   | Group Manager- Parking Operations<br>Group Manager- Parking Functions<br>All staff under each of the Group Managers                                                                                                            |
|                           | <b>This post requires a standard DBS check</b><br><b>This post is not politically restricted</b>                                                                                                                               |
| <b>JOB SUMMARY:</b>       | To have overall responsibility for parking and mobility services and to manage the delivery of efficient and effective services, keeping the service up to date and leading on all service developments.                       |
| <b>ROLE REQUIREMENTS:</b> |                                                                                                                                                                                                                                |
| 1.                        | To be responsible for maintaining an overview of service performance in compliance with all relevant legislation and codes of practice; initiating action as necessary.                                                        |
| 2.                        | To be Head of Service; to exercise delegated powers and to be the principal advisor on parking and mobility functions and duties, including reviewing, developing and implementing policies and strategies across the service. |
| 3.                        | To ensure that the services managed remain relevant and deliver value for money in accordance with Council policies and strategies, through the delivery of the annual service plan, service reviews and action plans.         |

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| 4.                                | To establish and maintain excellent internal and external relationships with stakeholders in order to facilitate the work of the services provided and to enhance the Council's image. To represent the Council on national and regional                                                                                                                                                            |
|                                   | parking forums.                                                                                                                                                                                                                                                                                                                                                                                     |
| 5.                                | To be responsible for the delivery of the parking budgets, including deliver of the annual budgeted surplus.                                                                                                                                                                                                                                                                                        |
| 6.                                | To be responsible for the overall provision of School Crossing Patrols                                                                                                                                                                                                                                                                                                                              |
| 7.                                | To be responsible for managing service developments and identifying areas for improvement; ensuring their effectiveness so that the anticipated benefits are realised.                                                                                                                                                                                                                              |
| 8.                                | To be responsible for the production of the annual service plan in accordance with Council strategies and objectives.                                                                                                                                                                                                                                                                               |
| <b>CORPORATE RESPONSIBILITIES</b> |                                                                                                                                                                                                                                                                                                                                                                                                     |
| 9.                                | Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.                                                                                                                                                                                                                                                                                  |
| 10.                               | Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.                                                                                                                                                                                                               |
| 11.                               | Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.                                                                                                                                                                                                                                                 |
| 12.                               | Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.                                                                                                                                                                      |
| 13.                               | Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.                                                                                                                                                                                                                                                                                 |
| 14.                               | <p>Adherence to the council's commitment to the health, safety and welfare at work policy</p> <p>Health and safety responsibilities include:</p> <ul style="list-style-type: none"> <li>▪ arranging, where necessary, additional health and safety guidance and procedures to cover specific work activities, in addition to corporate arrangements</li> <li>▪ holding staff accountable</li> </ul> |

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|                    | <ul style="list-style-type: none"> <li>▪ ensuring risk assessments are carried out, reviewed and shared with all appropriate staff</li> <li>▪ ensuring staff receive adequate information, instruction, training and supervision</li> <li>▪ cooperate with trade union/safety representatives and attend relevant meetings.</li> </ul> |
| 15.                | To deputise for the Divisional Director– Public Realm in the post holder's own areas of responsibility and in conjunction with other members of the Divisional Management Team be jointly responsible for the leadership and strategic management of the division as a whole.                                                          |
| <b>PEOPLE</b>      |                                                                                                                                                                                                                                                                                                                                        |
| 16.                | To be responsible for ensuring effective communication with all stakeholders and that the service profile meets the highest expectations.                                                                                                                                                                                              |
| <b>FINANCE</b>     |                                                                                                                                                                                                                                                                                                                                        |
| 17.                | To ensure service budgets are effectively managed and services continue to deliver the budgeted surplus.                                                                                                                                                                                                                               |
| 18.                | To ensure all parking related targets are delivered with the efficient and effective deployment of resources.                                                                                                                                                                                                                          |
| <b>SERVICE</b>     |                                                                                                                                                                                                                                                                                                                                        |
| 19.                | To ensure the service is run efficiently and meets all requirements of quality assurance and continuous improvement.                                                                                                                                                                                                                   |
| <b>PERFORMANCE</b> |                                                                                                                                                                                                                                                                                                                                        |
| 20.                | To contribute to the development of all relevant strategic, business and service plans and deliver on service-related targets.                                                                                                                                                                                                         |
| 21.                | To ensure management information systems are in place to provide performance data which meets current and future service needs and to monitor service performance and identify areas requiring action; reporting issues with recommendations to the Director.                                                                          |

## **OTHER CONDITIONS:**

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

To engage and develop all staff in the team to ensure they have clear personal development plans.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

## Person Specification

| Person Specification for the Post of   |                                                                                                                                  | Essential (E) or Desirable (D) (if applicable) | Method of Assessment<br>A= Application Form<br>T= Test<br>I= Interview |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|------------------------------------------------------------------------|
| <b>Knowledge</b>                       | Comprehensive knowledge of parking, equalities, health and safety and data protection legislation and practice                   | E                                              | A/I                                                                    |
|                                        | Sound knowledge of local government finance, budget management and the funding sources available to develop parking initiatives  | D                                              | A/I                                                                    |
| <b>Qualifications &amp; Experience</b> | Extensive operational and strategic experience working across service boundaries at a senior level                               | E                                              | A/I                                                                    |
|                                        | Experience in preparing and implementing service improvement plans and strategies                                                | E                                              | A/I                                                                    |
|                                        | Has worked effectively in partnership with Lead Members and other stakeholders to deliver improved outcomes for the client group | D                                              | A/I                                                                    |
|                                        | Management of contracted services and the procurement process                                                                    | E                                              | A/I                                                                    |

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|                                                                                                            | <p>Has managed customer facing services with a keen customer focus</p> <p>Project planning and project management</p> <p>Analysis of data leading to decision making and reporting</p>                                                                                                                                                                                                                                       | <p>E</p> <p>D</p> <p>D</p>                               | <p>A/I</p> <p>A/I</p> <p>A/I</p> |
| <b>Living the TOWER Values sets out the essential behaviours required of all staff.</b>                    |                                                                                                                                                                                                                                                                                                                                                                                                                              | They are aligned to the organisation's five TOWER Values |                                  |
| We work <b>TOGETHER</b> across boundaries and with partners to achieve the best outcomes for Tower Hamlets | <p>Communicates vision, strategy and action plans to large teams. Builds morale and ownership to harness energies toward common goals</p> <p>Solution focused with excellent analytical and problem solving skills Meets deadlines, standards and targets without sacrificing quality Excellent people-management skills, including effective handling of performance, discipline, sickness and quality assurance issues</p> | E                                                        | A/I                              |
| We are <b>OPEN</b> and transparent                                                                         | <p>Excellent interpersonal, presentation, verbal and written skills</p> <p>Effective negotiating skills</p>                                                                                                                                                                                                                                                                                                                  | E                                                        | A/I                              |
| We are <b>WILLING</b> to challenge, innovate and be accountable                                            | Responds proactively, flexibly and effectively to change                                                                                                                                                                                                                                                                                                                                                                     | E                                                        | A/I                              |

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| We empower each other to be <b>EXCELLENT</b> and go the extra mile        | Ability to provide staff with constructive feedback and development opportunities<br>Evidence of a commitment to continuous professional development                                    | E | A/I |
| We <b>RESPECT</b> all communities, they are the heart of everything we do | Positive commitment to the principles and practice of equality and diversity in employment and service delivery.                                                                        | E | A/I |
| <b>Additional Requirements</b>                                            | To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, unless there is good reason where this is not possible. | E | A/I |