

<b>Role Title</b>	Operations Support Officer
<b>Job Family</b>	<b>Parking Services - Highways and Parking</b>
<b>Competency Level</b>	<b>All Colleagues</b>
<b>Scale</b>	<b>Scale 1 to Scale 6</b>
<p><b>Purpose</b> To assist in the implementation, monitoring and analysis of Parking, Highways and Traffic Management schemes, investigate complaints on parking and highway matters and ensure the stability and compliance of parking enforcement.</p>	
<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required.	<p>Resolve non-routine customer/service queries.</p> <p>Customers are satisfied with the response, or aware that issue has been escalated.</p> <p>Assess and prioritises telephone and personal callers and responds appropriately.</p> <p>Relevant, accurate, understandable and timely information is provided.</p> <p>A positive image of the Council is promoted.</p>
To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all service users.	Service users express satisfaction with service provided.
Organise and maintain records and documents using the appropriate council process / system.	<p>Received documents, correspondence etc. are recorded, distributed and processed correctly.</p> <p>Records /information are well organised and accessible.</p> <p>Records are kept up-to-date.</p> <p>Follow-up with internal/external customers to obtain missing/outstanding records.</p>
Create document, reports, correspondence from the information provided, using standard formats and software	<p>All materials are produced to the required legislative and or Council standards and timescales.</p> <p>Recorded information is accurate.</p>

Database maintenance – access and update relevant databases and generate reports for management information.	Reports are accurate, complete and meaningful.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
<b>Job Specific Accountabilities:</b>	
Identify the need, method and extent of traffic and parking studies and undertake their organisation, and analyse survey results.	Production of data required for schemes to resolve matters on highway network.
Investigate complaints regarding parking, and develop schemes to resolve them.	Resolve issues on the highway network. Evaluate customer satisfaction.
Undertake CCTV analysis, identify compliance problems and develop remedial measures to resolve them. Monitoring and maintenance of parking CCTV infrastructure.	Design resolutions for Parking and MTC non-compliance.
Communicate effectively in speech and writing, including drafting reports and dealing with correspondence in relation to parking.	Exchange of information with stakeholders as required.
Monitoring, maintenance and reporting of street furniture and maintaining legal compliance of relevant parking enforcement locations.	Resolve street furniture problems in a consistent and timely manner.
With regards to schemes assigned, liaise with:  The Emergency Services, Statutory Undertakers, Transport for London, public transport operators and officers of this and other local authorities. and Members of the public, businesses and community.	Exchange of information with stakeholders as required.  Effective management of schemes.
Write routine reports and correspondence relating to the above subjects.	Exchange of information with stakeholders as required.

Supervise contractors both on site and remotely. Includes checks and analysis of Key Performance Indicators.	Contractors are compliant and achieving required productivity.
Carry out such other duties and tasks, which may be assigned from time to time to meet the needs of the service.	Service delivery as required.
<b>Nature of Contacts</b>	
<p>Involves supporting and guiding residents, stake holder and third parties to ensure a successful service</p> <p>May involve direct contact with members of the public including dealing with challenging situations where influence may be needed.</p> <p>Liaise with and/or advise senior members of staff regarding service issues, problems and processes.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>	
<b>Procedural Context</b>	
<p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.</p> <p>Decisions will be made based on Council procedures.</p> <p>This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs. This post is office and field-based.</p> <p>Occasionally the post will be expected to work from other locations.</p>	
<b>Key Facts and Figures</b>	
Initially based at Low Hall, Leyton E107 AS. Office based and on site working. Occasional evening, night time and weekend working	
<b>Resourcing</b>	
<p>Responsible to: Senior Parking Manager</p> <p>Budget Responsibilities: As assigned</p> <p>Supervisory Responsibilities: Parking Enforcement Contractor</p>	
<b>Knowledge, Skills and Experience</b>	
<ul style="list-style-type: none"> <li>• Experience of having worked in a customer focused environment (preferable).</li> <li>• Excellent knowledge and application of IT systems and software packages.</li> <li>• Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focused support service.</li> <li>• Excellent levels of literacy and numeracy.</li> </ul>	

- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others
- Ability to deal diplomatically and confidentially with a wider range of stakeholders internally and externally
- Ability to identify improvements to processes and systems and to share the recommendations with the wider team.
- Sufficiently mobile to undertake site visits.
- Ability to produce a reasoned report on a relevant subject.
- Ability to think logically and demonstrate numeracy.
- A valid driving license preferable but not essential.
- Ability to complete work within specified timescales and budgets.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.