

Role Title	Enforcement Contract Monitoring Officer
Job Family	Neighbourhoods / Parking
Competency Level	
Pay Range / Scale	SO2
<p>Purpose</p> <p>To provide support with the day to day supervision of the Parking Enforcement Contractor, reporting to the Senior Enforcement Contract Manager.</p> <p>To provide technical support and specialist knowledge to the Council's Parking Enforcement operation regarding the issuance of Penalty Charge Notices issued both by Civil Enforcement Officers and CCTV cameras.</p>	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	<p>The service is delivered to the quality, organisational and professional standards required.</p> <p>Customer / stakeholder expectations are managed in relation to what can be delivered.</p> <p>The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.</p>
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	<p>Procedures are adhered to and all information is correctly recorded and processed.</p> <p>Accurate, complete and relevant information / records / reports are provided for internal and/or external use.</p>
Develop specialist documents / materials / activities to support / promote the service area.	<p>All materials / activities are delivered to the required standards and timescales.</p> <p>Communications are clear, well planned and effectively targeted.</p>
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	<p>Expert advice, information and support are provided on the full range of issues within the field of expertise.</p> <p>Queries / complaints are effectively managed.</p> <p>Appropriate action is taken to resolve the issue.</p> <p>Customers are satisfied.</p>
Maintain information systems which support the specialist area. Contribute to the development of these systems.	<p>Changes to systems, are identified and recommended.</p> <p>Systems meet operational requirements.</p>
Work closely with others to clarify changing customer / organisational requirements.	<p>Customer requirements are identified and documented.</p> <p>Improvement opportunities are identified and recommended.</p>

Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	Specialist work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Best practice is shared.
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.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
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.

Job Specific Accountabilities:	End Results/ Outcomes
To be responsible for the supervision of contractors managing the enforcement of parking/moving traffic regulations, vehicle clamping/removals, the operation of on-street pay and display and voucher parking schemes and the off-street car parks. To ensure contract compliance and that any non-compliance is corrected. To report to management recommending appropriate action as necessary.	The enforcement contract is carefully supervised and compliance is monitored and non-compliance is corrected.
To carry out performance monitoring of the parking enforcement contractor.	
To assist in the management of the off street car parks, carrying out regular checks on condition and cleanliness, arranging maintenance, special collections of dumped refuse, etc, as necessary.	
To analyse penalty issue / income, permit sales and vehicle parks usage / income on a monthly basis and to identify variations from budget predictions. To report to management with explanations of variations and recommend changes to improve the efficiency of the contract when necessary.	Parking trends and income are monitored and changes are suggested to improve efficiencies to the contract.
To have an understanding of the parking database; extracting reports to aid with contract monitoring and finance based issues, and liaising with the Parking Management IT supplier and ensuring that the database is kept up to date in relation to locations, contravention	

codes, penalty values, permit areas, etc.	
Ensure familiarity with the relevant sections of the Road Traffic Act 1991, London Local Authority Acts 1996, 2000 & 2008, the London Local Authorities & Transport for London Act 2003 and the Traffic Management Act 2004 and their amendments, Statutory Guidelines from the DfT / London Councils and current procedures within the parking group.	You have a working knowledge of the relevant legislation and legal guidelines and use this to inform how you assess the work of the parking enforcement contractor.
<p>To assist the Parking Group Manager, for elements of the parking budgets and in particular to:</p> <ul style="list-style-type: none"> a) ensure that income targets are met and expenditure not exceeded; b) maintain all necessary financial records; c) monitor income and expenditure; d) recommend to management any appropriate action which may be necessary to ensure that targets are met. 	
<p>To ensure that the Council has Department for Transport compliant signs and markings.</p> <p>To report on the provision and condition of road signs and markings. Placing orders for the renewal or replacement of signs and markings</p> <p>To carry out site investigations and prepare street inventories, logging street furniture, crossovers, etc, to assist in the design and implementation of Controlled Parking Zones according to customer needs and Council policies.</p>	Signs and markings are compliant.
Undertake site visits to assess the viability of PCNs, where challenges have been made.	Claims against signs and lines are investigated and reported back to appeals officers in an efficient and timely manner.
To undertake technical negotiations and liaison with, Senior officers of other Council Departments regarding parking operations, off-street vehicle parks, enforcement, restrictions, tariffs, etc and The police, emergency services, statutory undertakers, Association of London Government staff and other local authorities on the operation of parking schemes and off-street vehicle parks.	
To make arrangements to introduce changes in vehicle park fees, parking permit charges, fines, etc. and alterations to enforcement operations including organisation of correspondence, site works, contract variations and order making including liaison with appropriate departments, Councillors, members of the public and contractors.	

To prepare reports to the Director of Finance, relating to insurance claims by users of the public car parks.	
To be responsible for dealing with parking issues relating to people with disabilities.	
To liaise with and attend meetings with other Council officers, Contractors, the Police, DVLA staff, Court Staff, ETA, London Councils and other local authorities regarding parking issues.	

Nature of Contacts
<p>Key contacts are internal and external customers/stakeholders</p> <p>Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>

Procedural Context
<p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.</p> <p>Usually 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 and legislative policies and procedures</p> <p>Responsible for meeting performance standards within a policy framework and regulatory guidelines.</p> <p>Occasionally the post will be expected to work from other locations</p>
Key Facts and Figures
<p>Responsible to: Senior Contract Enforcement Manager</p> <p>Based in Waltham Forest with occasional off-site working</p>

Resourcing
Budget Responsibilities:
Supervisory Responsibilities:

Knowledge, Skills and Experience

- Substantial experience of supporting management of strategically important contracts, delivering improvements in services for users and cost savings and demonstrable commercial intelligence
- Substantial experience of relationship management, including providing robust challenge and working with providers to deliver improvements
- Knowledge and experience of operating in a complex local authority, or similar, environment
- An excellent understanding of good practice in contract management
- Ability to manage, interpret and present large amounts of performance and other data from providers, highlighting key messages and areas of strength and weakness
- Excellent ICT skills, including the ability to full utilise Microsoft Office products, particularly Excel (essential) and Access (desirable)
- Experience in financial management
- Excellent organisational and administrative skills
- Excellent written and spoken communication skills

Indicative Qualifications

Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent.
Relevant professional qualification

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.