

Job description

Enforcement Team Leader

- Grade: PO5
- Reports to: Enforcement Team Leader
- Direct reports: Up to 10
- Your team: Parking and CCTV Enforcement
- Service area: Parking Operations
- Directorate: Environment & Climate

Special requirements of the post

Workstyle: Front facing (High presence, three to four days a week)

- Colleagues with regular physical contact with residents and businesses in the borough and on-site, but some activities could be done remotely (such as paperwork)

This is a safety critical post and will be subject to the council's drug and alcohol policy

This post is subject to the council's declaration of interest procedure

This post is designated as politically restricted

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

Working to a specific Enforcement Team Leader, monitor specific Contractors' performance to assess whether contract specifications and service level agreements are met, and to investigate options for action and make recommendations to achieve targeted performance levels.

Key responsibilities

To ensure the effectiveness of performance of all contracts and service level agreements in force and that they are operated to the maximum benefit of the Council.

The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties.

Relationships and contract management.

1. Working with the Parking Enforcement Manager and the Data Analysis and Suspension Team Leader to monitor all aspects of on street and CCTV parking contractors' performance to assess whether contract specifications and service level agreements are met, and to investigate options for action and make recommendations to achieve targeted performance levels, assisting as necessary in calculating defaults or performance-related payments. To deputise as required for the Parking Enforcement Manager.
2. To advise Contractors of anticipated and actual situations in areas of under- performance in contracts and service level agreements, and to make recommendations for the appropriate action.
3. In association with the Parking Enforcement Manager and the Data Analysis and Suspension Team Leader to be responsible for the monitoring of income in respect of parking enforcement and to ensure that it is maximised.
4. In conjunction with the Police, the Council's own staff, and others as directed, to assist in designing and taking part in fraud prevention or crime prevention activities relating to parking matters. To present oral evidence and make written statements if required.
5. To be responsible to the Parking Enforcement Manager for administrative functions within the team, including: The collection and use of data and information, Statistical records and formulations of analyses, e.g., PCN and Compiling financial information and formulating analyses, e.g., on maintenance costs of a specified controlled zone or specified area and the impact on income.
6. To be responsible for the management of the suspension service and associated income and costs.
7. To research, collate and provide information for the formulation of reports to Council committees and other bodies as required.
8. To assist in budget preparation, monitoring, and budgetary control in all matters affecting the team.
9. To have a working knowledge and understanding of the policy, procedural and revenue implications of technical developments in parking control and to assist in the formulation and presentation of recommendations to change existing systems, equipment and procedures.

10. Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

Compliance

- Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Point	Criteria description	Essential/desirable
1	Educated to minimum Degree level or equivalent knowledge / experience	Essential
	Experience of the full range of the contract process from initial contract specification through letting, monitoring process to final accounts with the ability to make effective use of service level agreements	Essential
3	Experience of the management of a group of staff responsible for the contract process, the ability to motivate to a high level of performance and to effectively use an appraisal system	Essential
4	Experience in preparing accurate and meaningful records and analyses including financial information and cash flow projections and to present these to a range of groups and committees, with ability to prepare and monitor budgets and an awareness of the importance of such budgets	Essential
5	Knowledge and experience to drive the continuous improvement of the team by embedding the analysis and use of evidence, benchmarking data, performance (HR, financial, operational) data and operational metrics and the use of quality management systems.	Essential

Point	Criteria description	Essential/desirable
6	Experience of researching, drafting, and finalising technical papers and policy documents to Council committees and other bodies as required	Essential
7	Experience of maximising income to the Council by the effective and efficient management of contracts	Essential
8	A full working knowledge and understanding of parking enforcement legislation and processes	Desirable
9	Excellent communication skills both oral and written with ability to influence outcomes effectively through persuasive argument	Essential
10	The ability to work independently, prioritising one's own workload according to the needs of the service, and to take responsibility for self-development.	Desirable
11	The ability to review, on a continuous basis, the work of the team, and to ensure that it remains efficient, effective, responsive, and innovative, and promotes a positive image for all areas of activity.	Essential
12	Ability to work within a highly pressurised environment working to sharp deadlines and to be resilient.	Essential

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.