



Role Profile/Job Spec – Contract Support Supervisor

Service	Parking Enforcement
Job title	Contract Support Supervisor
Post No	-
Salary Grade	-
Hours	40 hours per week
Responsible To	Operations Manager Parking Services
Responsible For	Contract Support Officers

Context

Parking Services has a statutory duty to enforce parking restrictions on the borough's roads and car parks under legislation set out within the Road Traffic Regulation Act 1984 (RTRA), Road Traffic Act 1991 (RTA) and the Traffic Management Act 2004 (TMA).

The enforcement activity that GEL is obliged to carry out aims to reduce traffic congestion, improve road safety and local air quality; and maintain the provision of parking spaces for permit holders whilst improving accessibility for all road users - especially those with disabilities.

Role Purpose

1. To assess and respond to representations made by appellants regarding appeals, and other statutory correspondence which contest parking and traffic related Penalty Charge Notices (PCNs).
2. To lead by example and encourage a positive work culture.

People Management

3. To line-manage a team of Contract Support Officers, including deployment, managing attendance and performance, training, etc, so as to ensure delivery of an efficient high quality parking enforcement service to road users and residents of Ealing Borough.

Main areas of responsibility:

4. To allocate and manage the workload of Contract Support Officers.
5. To assist the Operations Manager (Parking Services) with recruitment, performance appraisals, training and development of all staff within the team.

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6. To deliver on-the-job training to new staff and ongoing training with existing staff when training needs are identified and to support the Training Academy in delivering training to all officers.
7. To contribute to regular team and performance meetings and give feedback to staff as necessary.
8. To contribute to policy initiatives and maintain an awareness of all legislation, regulations and developments affecting the service and act in accordance with these.
9. Undertake quality control checks on PCN challenge responses.
10. Work within the specific KPI relating to challenge responses.
11. To assess appeals and challenges submitted in response to PCNs.
12. Evaluate evidence such as photographs, notes, and parking regulations to determine the validity of the appeal.
13. To take decisions (accept/reject) on whether or not to uphold or cancel PCNs in accordance with council policy and all relevant legislative processes.
14. Draft clear, accurate and professional written responses to appellants, outlining the outcome and reasoning.
15. Maintain accurate and organised records of appeals submitted, decisions and correspondence in line with GELs policies.
16. To contribute to policy initiatives and maintain an awareness of all legislation, regulations and developments affecting the service.
17. To develop and improve communications with the local community, visitors and other Council departments.
18. To be aware of GEL's responsibilities under the Data Protection Act 2018 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
19. To undertake any other duties of a similar nature which may arise from time to time, which are commensurate with the grade of the post and within the capabilities of the post holder.



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Vision and Values

1. Understand GEL's Vision "to be recognised as one of the leading environmental service providers in West London and across the capital" and help GEL to achieve this Vision through adhering to the GEL Values (4 Cs): Customer Comes First; Collaborative; Caring and Committed.
2. Act as an exemplar of GEL's Values and ensure that these are embedded within the Parking Enforcement service.

Notes:

1. The postholder may be required to work in all areas of the borough and not to a fixed site/location.
2. The postholder may be deployed into other areas within GEL Parking Services, in line with the needs of the service, as directed by the Parking Operations Manager or Managing Director.
3. The tasks listed in this job description are not exhaustive and the postholder may be asked to undertake additional duties in line with the needs of the service, as directed by the Parking Operations Manager.

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ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	<p>GCSE in English or equivalent (grades A-C/9-4) or substantial experience in a similar role.</p> <p>City and Guilds Level 3 Award in Notice Processing or equivalent.</p> <p>NVQ or City & Guilds standards in Parking Enforcement or willingness to acquire the relevant qualifications.</p>	<p>An understanding of analysing data.</p> <p>City & Guilds level 2 in Parking Enforcement</p> <p>City & Guilds in Conflict Management</p> <p>Supervisor/team leader qualification.</p> <p>Continuous professional development.</p>	Application form/interview/Qualification
Relevant Experience	<p>Proven experience of using a range of Microsoft IT systems including excel.</p>	<p>Proven experience of working within a similar role.</p> <p>Supervisory or Team Leading experience.</p> <p>Experience of using Taranto.</p>	Application Form/Interview
Skills and abilities	<p>Excellent communication skills both written and verbal.</p>	<p>Proven ability to work with minimum supervision.</p>	Application Form/Interview

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	<p>Ability to work effectively as part of a team and to work flexibly across teams to meet deadlines and work demands and priorities.</p> <p>Ability to work to a high degree of accuracy.</p> <p>To be able to work under own initiative as well as part of a team.</p> <p>Ability to organise and prioritise own workload to ensure individual targets and team deadlines are met.</p> <p>Able to work closely and establish positive relationships with internal and external stakeholders.</p> <p>Knowledge and understanding of Equal Opportunities and diversity issues.</p>	<p>Highest standards of personal integrity.</p> <p>Commitment to highest levels of service delivery.</p> <p>Take responsibility and adopt company ethos.</p> <p>Willingness to learn and undertake training where applicable.</p>	
Specialist working conditions	Flexible in hours of work.	N/A	



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Our Values – 4Cs

Gel's values set out what we stand for and how we will behave at work. They are the basis of how we will deliver our Vision of *being recognised as one of the leading environmental services providers in West London and across the capital*.

1. **Customer comes first** – remembering our purpose and doing the very best for the people we serve.
 - We achieve this by - being considerate, responsive and polite at all times and by being careful not to leave any mess.
 - We don't achieve this unless we treat our customers as we would like to be treated ourselves.
2. **Collaborative** – with workmates and others.
 - We achieve this if we - act as one organisation or team, sharing information and knowledge, and if we support each other wherever we can
 - We don't achieve this if we - don't work as a team, ignore what others are doing or planning to do, or if we make decisions without involving other service users
3. **Caring** – about the health safety and welfare of our employees.
 - We achieve this when we – take responsibility for our own health, safety, welfare and wellbeing and also that of others. This includes being respectful and supportive towards colleagues, taking care to maintain a healthy work-life balance, and challenging behaviours that are inconsistent with Gel's Dignity at Work policy.
 - We don't achieve this if we – not serious enough about health, safety, welfare and wellbeing; are unsupportive; or if we don't have each others' backs.
4. **Committed** – to delivering services, to innovation, tackling problems and finding better ways of working.
 - We achieve this when we – take the initiative to find or suggest better ways of working, listen to each other, and share good ideas.
 - We don't achieve this unless we – keep an open mind and accept there may be better ways to get the work done.

We know that we will only deliver our Vision through each of us pulling together, working within the spirit of our Values, to make GEL one of the leading environmental services providers in West London and across the capital.