

## JOB DESCRIPTION

<b>Job Title</b>	Consultation & Implementation Manager		
<b>Directorate</b>	Infrastructure and Transport		
<b>Reporting to</b>	Parking Enforcement Manager		
<b>Grade</b>	10		
<b>Evaluation ref:</b>	RP146	<b>Job ref:</b>	<b>Family</b>
<b>Role purpose</b>			
<p>The Parking Asset and Development Manager will play a crucial role in managing and enhancing parking services within Somerset. Reporting to the Parking Enforcement Manager, this role involves responding to requests and complaints from elected members, the public, and other organisations, ensuring that responses align with current policies and service objectives. The jobholder will contribute to the development of policies, procedures, and standards related to parking developments. Acting as a point of contact for the public, interest groups, and councils, the postholder will provide information and receive reports on parking development matters. The role also involves identifying and delivering opportunities for service change and improvement, managing change in corporate and professional activities, and reviewing performance outcomes and customer feedback to meet customer requirements and increase operational efficiency and effectiveness.</p>			
<b>Responsibilities</b>			
<ul style="list-style-type: none"> <li>Consider and respond to requests/complaints from elected members, the public, and other organisations, ensuring responses align with current policies and service objectives.</li> <li>Contribute to the development of policies, procedures, and standards related to parking developments.</li> <li>Act as a point of contact on parking development matters for the public, interest groups, parish, and district councils, receiving reports and providing information.</li> <li>Identify and deliver opportunities for service change and improvement.</li> <li>Scope, plan, and manage change in corporate and professional activities.</li> <li>Review performance outcomes and customer feedback to meet customer requirements.</li> <li>Increase operational efficiency and effectiveness.</li> <li>Collaborate with internal and external stakeholders to ensure cohesive service delivery.</li> <li>Monitor and evaluate the impact of implemented changes and improvements.</li> <li>Provide regular updates and reports to the Service Manager Parking.</li> </ul>			
<b>Knowledge / Experience / Skills</b>			
		<b>Essential</b>	<b>Desirable</b>

## JOB DESCRIPTION

<b>Knowledge</b>			
Understanding of parking development and implementation principles	x		
Knowledge of current policies and service objectives related to parking	x		
Familiarity with public sector procedures and standards		x	
Awareness of customer service principles in a public sector context		x	
Knowledge of performance review and feedback mechanisms		x	
Understanding of change management processes		x	
<b>Experience</b>			
Experience in parking development or a related field	x		
Proven track record of responding to public and organisational requests and complaints	x		
Experience in developing policies, procedures, and standards	x		
Experience in managing change in corporate and professional activities		x	
Experience in reviewing performance outcomes and customer feedback		x	
Experience in collaborating with internal and external stakeholders		x	
<b>Qualifications / Registrations / Certifications</b>			
Degree in Civil Engineering, Transport Planning, or demonstrate equivalent qualifications through relevant professional experience.	x		
Certification in Parking Management or a related discipline		x	
Training in customer service and conflict resolution		x	
Qualification in change management or a related field		x	
Professional membership in relevant engineering or transport organisations		x	
<b>Skills</b>			
Excellent communication and interpersonal skills	x		
Strong analytical and problem-solving skills	x		

## JOB DESCRIPTION

Ability to manage and implement change effectively	x		
Proficiency in using IT systems for data analysis and report preparation	x		
Ability to develop and implement policies and procedures		x	
Strong organisational and time management skills		x	

### Working Conditions

This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:

- **Work Hours:** Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.
- **Location:** The primary work location is County Hall, with opportunities for remote work as per organisational policies.
- **Travel:** Some travel within the local area may be required for meetings, site visits, and community engagement activities.
- **Work Environment:** The role involves working both independently and as part of a team, with access to modern office facilities and resources.
- **Health and Safety:** Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.

### Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

### Corporate Responsibilities

- Ensure compliance with all relevant legislation, organisational policy, and professional codes of conduct to uphold standards of best practise.
- Deliver the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do, ensuring team members are also aware of their responsibilities and maintaining their understanding that Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 21/10/2024