

JOB DESCRIPTION

Job Title	Service Manager - Parking		
Directorate	Infrastructure and Transport		
Reporting to	Head of Service, Traffic Management, Road Safety and Parking Services		
Grade	8		
Evaluation ref:	RP129	Job Family ref:	
Role Purpose			
The Service Manager – Parking is responsible for the strategic development, operational management, and continuous improvement of all parking-related services across the council. This includes on-street and off-street parking, civil parking enforcement, and moving traffic enforcement. The role plays a key part in ensuring the council meets its statutory obligations under relevant legislation while delivering high-quality, customer-focused services that support the council's wider transport and environmental objectives. This role will lead on the development of parking policy, service delivery models, and income generation strategies. It will also oversee the management of all parking-related contracts, including enforcement, maintenance, IT systems, and customer payment mechanisms. The postholder will work closely with internal and external stakeholders, including elected Members, town and parish councils, and senior officers, to ensure the parking service is responsive, compliant, and aligned with the council's strategic goals.			
Key Accountabilities			
Lead the development and implementation of parking policies, strategies, and operational plans in line with statutory requirements, council objectives and National Best Practice. Manage all aspects of parking operations, including on-street and off-street parking, civil parking enforcement, and moving traffic enforcement. Responsible for the performance and development of all parking-related contracts, ensuring they deliver value for money, meet high service standards. Drive income generation through effective pricing strategies, service innovation, and operational efficiencies.			

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Ensure full compliance with all relevant legislation, Department for Transport (DfT) guidance, and council policies, recognising that failure to do so can result in significant financial liabilities and reputational damage to the council. The postholder will be expected to maintain a robust understanding of statutory requirements and proactively mitigate risks through effective governance and quality assurance.

Lead on the resolution of all complaints related to the parking service, including those involving contractors, ensuring timely, fair, and effective responses. The postholder will be responsible for identifying root causes, implementing service improvements, and maintaining high levels of customer satisfaction and public confidence.

Maintain the safety, condition, and accessibility of all council-owned car parks and parking infrastructure.

Engage with internal and external stakeholders, including Members, town and parish councils, residents, to understand needs, manage expectations, and respond to conflicting demands, fostering collaborative relationships and develop practical, solution-focused responses.

Responsible for initiating and overseeing service specific procurement processes for all parking-related contracts, working closely with legal, finance, and procurement teams.

Monitor and report on service performance, customer satisfaction, and financial outcomes, using data to inform decision-making and service planning.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Strong understanding of parking legislation, civil enforcement regulations, and DfT guidance.	x	
Financial acumen, including budget management and income generation.	x	
High level of IT literacy, including experience with parking back-office systems and customer payment platforms.	x	

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Knowledge of local government governance and decision-making processes.		x
Knowledge of Health and safety regulations	x	
Experience		
Proven extensive experience in managing parking services within a local authority or parking sector	x	
Demonstrable experience in contract management, procurement, and supplier performance monitoring.	x	
Ability to develop and implement policies, procedures, and service improvements.	x	
Experience in developing and implementing innovation and change within the parking field.		x
Significant experience in problem solving and handling complex complaints and disputes.	x	
Qualifications / Registrations / Certifications		
Relevant professional qualification (e.g. in transport planning, traffic management, or public administration) or equivalent extension experience.	x	
Membership of a relevant professional body (e.g. British Parking Association).		x
Skills		
Excellent stakeholder engagement and communication skills, with the ability to manage conflicting priorities and build consensus.	x	
Strong leadership and team management skills, with experience of managing multidisciplinary teams and contractors.	x	

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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 public meetings and community events; potentially dealing with hostile residents.

Location: The primary work location is County Hall, with opportunities for remote work as per organisational policies.

Travel: Involves frequent travel across rural areas of Somerset and lone working on occasion.

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

Dimensions of the role

- Responsible overseeing the planning, co-ordination, enforcement and management of all on and off-street parking, including over 220 council owned car parks and parking restrictions exceeding 6,000km (3,700 miles) across the whole of the Somerset Council area.
- Is a key role in managing the Councils statutory duty to improve safety and reduce congestion on its highway network, through the management of parking and car park activity and by encouraging the use of alternative transport by achieving modal shift
- Responsible for managing a budget of over £8M with a net income of over £13M per annum
- Over 2,000,000 virtual parking sessions per year.
- Processing of over 70,000, penalty charges involving significant levels of correspondence involving liaison with County Courts (Traffic Enforcement Centre) and Traffic Penalty Tribunal.
- Responsibility of a variety of payment systems including cash collections.
- Ensuring the Council's car parks support the local area by being attractive and safe places to park due to regular maintenance.
- Support the economic viability of town centres by encouraging turnover of parking spaces.
- To positively improving the lives of residents by the introduction of schemes where residents are prioritised.
- By undertaking daily enforcement activities to improve compliance with parking restrictions and improve road safety by keeping junctions and accesses clear.

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The role oversees a key Council service that has the potential for

- Significant risk of service failure, impacting financial performance and reputational damage.
- Adverse publicity.
- Public acceptance.
- Over 2,500,000 opportunities each year for the parking team to “get it wrong”.

Working Arrangements

Somerset Council’s Dynamic Working Strategy will be applied to this position.

Corporate Accountabilities

- Provide clear leadership to deliver the Council’s strategic priorities and meet the Council’s financial targets, as a member of the Directorates Senior Leadership Team.
- Update and advise Elected Members in respect of operational and policy issues in relation to the Infrastructure and Transport Services teams.
- Lead Infrastructure and Transport teams with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing.
- Undertake representational and communication duties on behalf of the Council to promote and protect the Council’s interests in matters concerning their specialist areas.
- Create, monitor, and review frameworks of performance measures and quality standards to be applied in the delivery of services.
- Function as an ambassador for the Council promoting, both internally and externally, the Council’s vision, strategic aims, and values.
- Value the diversity of Somerset’s communities ensuring equality of access and treatment in service delivery and employment.
- Function as a role model for Somerset’s vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the Infrastructure and Transport service teams.
- Ensure that Infrastructure and Transport services place a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customers, communities, and businesses.
- Support the delivery of the Councils’ key strategic aims and objectives ensuring understanding and commitment from staff from across the Infrastructure and Transport service.

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- Support Corporate and Directorate and service specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.
- Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.
- Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.
- Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.

Date: 14/7/25