



LONDON BOROUGH OF MERTON
ENVIRONMENT & REGENERATION DEPARTMENT
JOB DESCRIPTION

POST TITLE: Business and Customer Services Manager

Grade: Career Grade ME13/ME14

DIVISION/SECTION: Public Protection and Development/Parking Services

Location: Civic Centre

Responsible to: Parking Services Manager

Responsible for:

Post number:

Date: October 2009

This is a linked/career grade and there is no automatic progression between the grades.

REPORTING TO: Parking Services Manager

MANAGEMENT RESPONSIBILITY: To line manage staff working in all appropriate sections including the induction and training of new officers

Main Purpose and Scope of the Post:

1. To manage and lead on a day-to-day basis all the Office based functions for Parking Services section, Penalty Charge Processing, Issuing of Permits, Management of IT Systems, Debt Recovery, Financial Monitoring, Support Service Functions and any associated

activities. To provide support to the parking services manager, the enforcement and technical manager on all Parking Service activities.

Major Activities

1. To be responsible individually for all IT support (Penalty Charge Notice, Permits and handhelds) for all aspects of Parking Services whether liaising with other corporate departments, external providers and other local authorities or similar organisations. To be responsible with the enforcement and technical manager for all IT support (Penalty Charge Notice, Permits and handhelds) for all aspects of Parking Services whether liaising with other corporate departments, external providers and other local authorities or similar organisations.
2. To contribute to the creating and development of operational level policies and strategies for all administrative functions within the Parking Services section and to assist the Parking Services Manager in the formulation of business plans to ensure that all resources are managed in accordance with the Councils value for money principles, Departmental and Corporate priorities, service level and any other appropriate requirements.
3. To attend parking industry external meetings and courses representing the Council concerning new legislation and methods of work. Interpreting these changes and creating and designing new methods to incorporate them into parking services.
4. To be responsible for the training needs and development of staff within the teams. To be directly responsible for the training and support of office based staff providing financial management support for the Section and the Parking Services Manager liaising departmentally on the section training plan
5. To ensure and be responsible for all communications with colleagues, Councillors, the public and third parties on all matters relating to the administration functions of Parking Services. To provide effective communications with the public and external organizations on administrative and technical procedures relating to the services provided by the Section.
6. To contribute and be part of the management team of Parking Services and to deputies and attend meetings on behalf of the Parking Services Manager in their absence.
7. To provide the Parking Services Manager with management reports relating to all functions within the Parking Services section. To develop and maintain systems and procedures for the provision and maintenance of comprehensive records on income, expenditure, activity and performance.

8. To be responsible for creating, designing and managing the sections web page, keeping the data relevant up to date and understandable
9. Responsible for coordinating and managing/inputting all staff appraisals and reviews, identifying training needs,
10. To contribute to the development of operational level policies and strategies for the delivery of the administrative services and to assist the Parking Services Manager to formulate service and business plans to ensure that resources are managed in accordance with Council procedures

Additional Duties for ME14

11. "To be responsible for overall Data Quality on all parking services systems/data and associated systems and data, ensuring that the requirements of the council's Data Quality Strategy are met, particularly that the system/data remains fit for purpose and that users have the right training and advice to record accurate and timely data."
12. To ensure and be responsible for all communications with colleagues, Councillors, the public and third parties on all matters relating to the administration functions of Parking Services. To provide effective communications with the public and external organizations on administrative and technical procedures relating to the services provided by the Section.
13. Deputise for the Parking Services Manager when required at evening, internal and external meetings on their behalf.



LONDON BOROUGH OF MERTON
ENVIRONMENT & REGENERATION DEPARTMENT
PERSON SPECIFICATION

POST TITLE: Business and Customer Services Manager

Grade: Career Grade ME13/ME14

Date: October 2009

- To have experience at a management/supervisory level in a parking services environment or a similar organisation
- To have had experience of managing staff in a high profile and pressured environment working to demanding targets
- Be innovative, an organiser with leadership qualities, and able to work under pressure
- Demonstrate the ability to compile structured reports on performance of the section

- The ability to understand complex legislation covering the services provided by the section giving technical advice to the parking services manager. Able to read policies and briefings and cascade information down to staff
- Able to communicate in a clear and effective manner with staff, members of the public and service providers dealing with contentious or complex matters, requiring support, tact, persuasion and sensitivity, within the application of operational guidelines
- The post holder is required to have experience at a managerial level with a wide knowledge of administrative, financial and computerised systems. He/she should be experience of managing staff
- Must have an ability and willingness to promote the Council's Equal Opportunities and Customer Cast policies when communicating and working with individuals and groups of individuals irrespective of gender, race, ethnic origin, sexual orientation, age, religious belief or disability