Person Specification

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| Job title: | Group Manager (Parking Services) |
| Job Family/Grade/Level: | Leadership – LDR1a, Grade 9 |
| Summary of role: | Reports to Head of Roads Parking Services plays a key role in managing parking enforcement, bus lane enforcement and bus shelter advertising in the City, together with development of temporary and permanent Traffic Regulation Orders in support of these and other city activities.Main responsibilities - * Management of the parking service provided by Glasgow City Council.
* Significant operational and people management responsibility for a large operational and enforcement workforce covering Car Park Management, Decriminalised Parking Enforcement, Bus Lane Enforcement and Permit administration and processing.
* Management of assets across the city, consisting of 16 car parks including 7 multi storey car parks
* Management of the cash collection contract, Bus Shelter advertising contract
* Liaison with the Penalty Charge Notice and Bus Lane Enforcement processing team and adjudication service
* Responsible for the team involved in the preparation and delivery of major and minor schemes directly associated with Parking Services within the city.
* Lead Officer with overall responsibility for all aspects of the Parking Services functional teams to deliver cost effective services with high customer satisfaction. Develop and improve, monitor and review the performance for all Parking Services functions. Formulate relevant service strategy, policies, and objectives.
* Budgetary responsibilities of over £15 million per annum
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| Criteria | **Essential** | Desirable | Evidence |
| Education, qualifications & training | Educated to degree level and/or hold a relevant managerial qualification (e.g Certificate in Management/MBA). Evidence of continuing professional development. |  | [x]  Application Form[x]  Certificates |
| Skills | Previous managerial experience in Parking People ManagementRisk Management.Programme and Project Management.Experienced in contract management and administration.Act as key agent for change.Strategic LeadershipFinancial Management and Control.Excellent communication skills and ability to write technical and committee reports.IT skills.Comfortable working in a political environment.Ability to build relationships and influence at senior levels both internally and externallyAbility to challenge and innovate and motivate the team  | Stakeholder Engagement.Forward scanning to identify emerging best practice. Critical review of processes to identify opportunities for improvement and increase effectiveness. | [x]  Application Form[x]  Interview |
| Knowledge | Working knowledge of front-line service logisticsService and financial planning, Budget management and monitoringCar park management and operationParking Legislation including Traffic Management Act and Decriminalised Parking EnforcementParking and Bus Lane Adjudication and relevant case lawTraffic Regulation OrdersPerformance management; and Implementing changeExtensive knowledge/experience of statutory duties and CDM regulations | Knowledge of health and safety requirements. | [x]  Application Form[x]  Interview |
| Other | A current driving licence. |  | [x]  Application Form [x]  Licence |

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| Competencies  |
| Self belief (Level 3) | Demonstrate confidence in ability to succeed and overcome obstacles to achieve the best outcomes for service improvement. |  | [x]  Interview |
| Self awareness (Level 3) | Awareness of own strengths and limitations and understands own emotions and the impact of own behaviour on others in diverse situations.  |  | [x]  Interview |
| Self management (Level 3) | Ability to manage own emotions and be resilient in a range of complex and demanding situations.  |  | [x]  Interview |
| Drive for improvement in Public Services (Level 3) | Shows deep motivation to improve performance in public services and thereby to make a real difference to others. |  | [x]  Interview |
| Personal Integrity(Level 3) | Demonstrate a sense of commitment to openness, honesty, democracy inclusiveness, loyalty and high standards in undertaking the leadership role.  |  | [x]  Interview |
| Seizing the future(Level 4)  | Prepared to take action now to shape and implement a vision for the future development of services.  |  | [x]  Interview |
| Intellectual flexibility(Level 3) | Embrace and manage ambiguity and complexity and be open to creativity in leading and developing services.  |  | [x]  Interview |
| Broad Scanning(Level 3)  | Takes the time to gather information from a wide range of sources.  |  | [x]  Interview |
| Contextual astuteness(Level 3) | Displays an ability to understand diverse interest groups and power bases within the organisation, and the dynamic between them, so as to lead Council services more effectively.  |  | [x]  Interview |
| Drive for results(Level 4) | Displays a strong commitment to making service performance improvements and a determination to achieve positive service outcomes for the public.  |  | [x]  Interview |
| Leading change through people(Level 5)  | Ability to communicate the vision and rationale for change and modernisation, and engaging and facilitating others to work collaboratively to achieve real change  |  | [x]  Interview |
| Holding to account(Level 3) | Displays resolve to hold others to account for agreed targets and to be held accountable for delivering a high level of service.  |  | [x]  Interview |
| Empowering others(Level 3) | Strives to facilitate others’ contributions and to share leadership, nurturing capability and long-term development of others.  |  | [x]  Interview |
| Effective and strategic influencing(Level 3) | Able and prepared to adopt a number of ways to gain support and influence diverse parties, with the aim of securing improvements.  |  | [x]  Interview |
| Working effectively with others(Level 2) | Demonstrates commitment to working and engaging constructively with internal and external stakeholders.  |  | [x]  Interview |