



panoramic
ASSOCIATES



Parking Operations Manager

May 2025



Letter Andy Summers Head of Environmental Services – Norwich City Council

Dear Applicant,

Thank you for your interest in joining Norwich City Council as our Parking Operations Manager.

The new manager will continue the good work undertaken so far to ensure that the Council continues to deliver high quality parking enforcement services, as well as operating our own multi-storey and surface car parks to a high standard of customer care. They will be mindful of the financial and environmental challenges that councils face, and will support us to develop highly effective services that will help us meet these challenges.

As the successful applicant you will be expected to lead a team of approximately 30 employees in their day to day activities, as well as identifying opportunities for improvement and increased income generation. This will be done through effective training, coaching and feedback of staff, as well as recruiting new and motivating established team members.

You will also be expected to be a subject matter expert in parking, and provide advice and guidance on parking legislation and best practice and ensure learning and staff development is consistent across all of the teams within the service

Collaboration is very important to us, and you will be expected to work with managers across Environment Services and the council to deliver the council's priorities.

You will have experience of working in the parking industry. Your approach will need to be outcome focused, ensuring that the council has value for money services delivered at all times.

Parking services are highly valued by the council, our elected members and our communities, and we look forward to hearing from candidates who share our ambition for these services.

Andy Summers

Head of Environmental Services
Norwich City Council





Job Description

Job title:	Parking Operations Manager
Directorate/Team:	Development and City Services / Environment Services
Reporting to:	Operations Manager
Salary scale point:	£37,938 – £41,511 (Grade 7)
DBR requirement:	Basic

Job Purpose

To have line management responsibility for and lead a group of front line staff to deliver on-street and off-street parking services, ensuring that Norwich is a safe and attractive place for our residents, visitors and users of all services.

Working with the Operations Manager to ensure that the team's workload is appropriately managed and process and service improvements are identified and achieved.

To contribute to the delivery of an effective and focused parking service for the council.





Key Corporate Accountabilities

- Work collaboratively and support other colleagues (as required) to deliver Team Plans, Corporate Plan and Covid-19 recovery plan
- Take a collaborative approach to service delivery across teams. Supporting colleagues to deliver positive outcomes beyond traditional service boundaries where required and directed by encouraging the sharing knowledge, experience and resources across teams in the council
- Contribute and support the development and delivery of the Council's strategies and policies
- To work on cross cutting corporate issues/projects as required
- To be responsible for the development of a frontline teams and delivery of their business objectives
- To work collaboratively with colleagues across the council to promote a culture of continuous improvement, good governance and information management
- To promote an open and supportive culture which maximizes the potential of employees across the council and encourages inclusivity, innovation and high performance



Key Service-Related Accountabilities

- Responsible for the day to day front line service delivery of parking. This includes the management of health and safety and complying with all council policies and procedures
- Work with all internal and external partners to ensure that all services are effectively joined up across the city
- Manage and authorise the day to day operation of teams/individuals covered by the role, including identifying training needs, recruitment, agreeing and setting targets, authorising absence requests, monitoring sickness and ensuring sufficient capability and capacity exists within teams. This includes enhancing the performance through effective training, coaching and feedback. Recruit, train, coach and motivate new and established team members. Provide advice and guidance on the interpretation of service procedures and regulations and ensure learning and data sharing is consistent and facilitated across all teams/service
- Working collaboratively with managers across the Environment Service to deliver and monitor effective performance management. This includes ensuring internal performance data is available on workloads/backlogs/issues etc, meet quality and customer service standards.
- Manage the workload and resources of teams, preparing team plans and managing staff and providing input to service plans and monitoring and forecasting information as required for management purposes by the Operations Manager
- Act as a front line manager, working in conjunction with service support staff, and others, to deliver and monitor effective performance, meet quality and customer service standards. To ensure;
 - » The appropriate allocation and management of the work programme to ensure that performance is delivered to a high standard; and
 - » The identification and delivery of service and process improvements to ensure effectiveness and efficiency of systems and customer service are enhanced





Key Service-Related Accountabilities

- Provide management information for monitoring performance. Provide advice and guidance on the interpretation of service related procedures and regulations
- Prepare reports, documents, briefings and presentations as required
- Lead on the delivery outcomes for front-line teams, ensuring that agreed outcomes/milestones are being achieved through effective management against key performance indicators
- Ensure that the teams adopt a proactive and innovative approach to service improvement/business opportunities and that the policies, procedures and systems for their services result in quality service delivery
- Ensure that professional advice is provided to all service areas across the council on the activities covered by this post and the teams managed
- Lead on work priorities set by the Operations Manager and develop work plans for the team to deliver against those priorities
- Ensure the postholder and the team comply with relevant statutory legislation in relation to their roles/duties





General Requirements

- All employees will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested
- Duties and responsibilities must be carried out in accordance with relevant Council policies and procedures, within legislation and any code of professional ethics of relevant professional body
- All employees are expected to maintain a high standard of customer care in the context of the council's core values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in personal learning and development necessary to the post
- To give due regard to the requirements of the Public Sector Equality Duty when delivering services
- To demonstrate and positively reinforce our commitment to safeguarding and promoting the welfare of children and adults at risk
- To work within the Council's competency framework and to adhere to the Code of Conduct, the Council's Constitution and procurement rules These may change in consultation with the postholder.



Person Specification

INFORMATION FOR APPLICANTS

The person specification provides an outline of the skills, knowledge, experience and behaviours we expect the successful candidate to possess. You should match your own skills, knowledge, experience and behaviours to those listed below. Tell us in what way you have carried out the criteria asked for.

JOB TITLE: PARKING OPERATIONS MANAGER

KNOWLEDGE AND EXPERIENCE

Essential

- Demonstrable experience of managing the performance and delivery of on and off street parking services
- Experience of working effectively with partners and contractors to deliver good quality operational services
- Up to date and detailed knowledge and understanding of legislation and procedures relating to parking services
- Understanding of the political context within local government
- Experience of setting/using performance and quality requirements for service delivery
- Experience of staff management and mentoring
- Experience of working collaboratively in cross cutting organisational teams to deliver shared outcomes
- Experience of engaging and building relationships with a wide range of staff, customers and peers
- Experience of dealing with the public in responding to queries or complaints
- Proven IT skills and computer literacy including use of service related software





QUALIFICATIONS

Essential

- Qualified to degree level or equivalent proven work experience
- Evidence of continuing professional development

SKILLS AND ABILITIES

Essential

- Ability to manage a team of operational front line staff
- Ability to work effectively within a complex political and partner environment
- Ability to manage the workload and that of the team to initiate and deliver service improvement
- Ability to see the bigger picture and an understanding of how decisions taken in one area can affect delivery in others
- Ability to identify and respond to emerging opportunities or challenges, adapting approach as required
- Good analytical skills and attention to detail with the ability to identify problems and develop solutions
- Highly organised with the ability to prioritise and perform under pressure to meet service targets
- Able to demonstrate an understanding of diversity and equality requirements around service delivery
- Good communication and organisational skills with the ability to deliver presentations and to write clearly and plainly appropriate to the needs of the audience (reports, project briefs, letters and briefing notes)
- Ability to establish and maintain constructive and open relationships with a range of stakeholders





SKILLS AND ABILITIES

- Ability to provide clear explanations of policies, give professional judgements and make logical decisions
- Ability to deliver a high level of customer service and proactively look for ways to improve the customer experience
- Ability to “model” appropriate behaviours that encourage a culture of empowerment, initiative and transparency across the Council
- Flexible, confident and self driven

OTHER REQUIREMENTS

Essential

Ability to work occasional out of hours to attend specific meetings or public events





Organisational Competencies

OUR VALUES

The council has four competency areas based on the four values:



PRIDE



ACCOUNTABILITY



COLLABORATE



EXCELLENCE

Each competency has performance standards along with examples of expected behaviours.
Listed below are the competencies for employees.

PRIDE

We will take pride in what we do and demonstrate integrity in how we do the following things:

- You are positive to customers and colleagues about services the council provides.
- You know and understand what the council expects of you as an employee;
How your job helps the council deliver its vision, priorities and values.



ACCOUNTABILITY

We will take responsibility, do what we say we will and see things through:

- You know and are clear about what jobs and tasks you have to do and when these are to be completed.
- You take full responsibility for your own performance.

COLLABORATE

We will work with others and help people to succeed.

- You build good working relationships with others inside and outside the Council.
- You work effectively with customers, councillors, partner organisations and colleagues to get the job done as well as you can.

EXCELLENCE

We will strive to do things well and look for ways to improve and learn.

- You regularly talk with your manager and colleagues about how you and your team can learn new things and improve the way you do things at work.
- If you don't know how to do something you find out how e.g. by asking someone else to show you how so you will know how to do it next time.





Working for Us

WHAT WE CAN OFFER YOU:

Annual leave	Less than 5 years in local gov: 27 days (199.8 hours) holiday per annum 5 - 10 years in local gov: 32 days (236.8 hours) per annum 10 - 15 years in local gov: 33 days (244.2 hours) per annum 15+ years in local gov: 34 days (251.6 hours) per annum	
Sickness	During 1st year of service	1 month's full pay
	Plus, after 4 months service	2 months' half pay
	During 2nd year of service	2 months' full pay and 2 months' half pay
	During 3rd year of service	4 months' full pay and 4 months' half pay.
	During 4th and 5th years of service	5 months' full pay and 5 months' half pay
	After 5 years' service	6 months' full pay and 6 months' half pay
Pension	6.5% employee contribution, 14.5% employer contribution	

TERMS OF EMPLOYMENT:

Salary:	£37,938 – £41,511 (Grade 7)
Location	Norwich
Working	Full time, 50/50 split in office requirement



How To Apply

Panoramic Associates Ltd is acting as an employment agency to Norwich City Council on this appointment.

For a more in-depth conversation about the role please contact **Jessica Richards**, Lead Senior Consultant or **Sean Cloherty**, Principal Delivery Consultant, who is leading on the process.

We hope you will consider making an application for this fantastic opportunity. To make an application you will need the following:

- A CV which is tailored for this role.
- A supporting statement that sets out your understanding of both the role and the organisation, and how your experience matches the key criteria on the personal specification.

Alternatively, you can submit your CV direct to our consultants.



Jessica Richards

j.richards@panoramicassociates.co.uk



Sean Cloherty

s.cloherty@panoramicassociates.co.uk

28th May	Closing Date
2nd June	Interviews with Norwich City Council

NB – Given the competition within the market at the moment, there is a degree of flexibility in exceptional circumstances so please contact Panoramic Associates if the need arises.

We know we have challenges ahead and need to change significantly and quickly. We will only be able to achieve our aims with your full support and by working together, united in our vision and intent. We look forward to hearing from you!

