



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Parking Services Programme Manager
GRADE:	POB
POST NO:	30744
JOB TIER:	5 (non-management)
DBS CHECK:	None
GROUP:	Community Safety and Enforcement
SERVICE:	Parking Services

REPORTING STRUCTURE

Reports to:	Director of Community Safety and Enforcement
Direct Reports:	0
Indirect Reports:	0

ROLE PURPOSE:

The Parking Services Programme Manager role is critical in helping the council to deliver transformational Parking Services projects and to achieve best value from the delivery of contracted services.

The post-holder will be expected to work across a range of departments, reporting to individual sponsors, and managing different stakeholders, to deliver an agreed portfolio of projects and manage the delivery of contracted services. Successful delivery of the portfolio will be a crucial part of achieving strong outcomes from Hillingdon's parking services. Key role requirements include:

- To plan, manage and deliver a range of complex and strategically important parking services related projects.
- To work with Directors, Heads of Service, Service Managers and relevant project sponsors, across a range of departments and with external suppliers, delivering

agreed project outcomes and organising resources within agreed budgets, while ensuring a consistent corporate approach.

- To work with the Parking Services team and other Council services to maximise outcomes from our contracted services, ensuring stakeholder expectations are understood, key data and information is available when required, strategic relationships are maintained and opportunities for improvement are identified.
- To provide progress updates, briefings and advice to Council, Cabinet, Select Committees, the Corporate Management Team, Departmental Management Teams and other managers and staff across the organisation.
- To provide guidance and challenge to individual project sponsors on the most effective approaches to project delivery, as well as insight on best practice and innovative ideas for post-implementation service delivery.

A. Job Description

1. People Management

- No direct supervisory responsibility but the postholder will be required to coordinate and lead multi-disciplinary project teams and to assist in support of peers.

2. Service Improvement and Delivery

- Deliver relevant projects, often of a highly complex and sensitive nature, by allocating resources within an agreed budget, managing multi-disciplinary project teams, taking decisions to ensure the delivery of agreed outcomes, and ensuring effective dialogue with and between senior officers and other stakeholders.
- Work with other project managers and service managers to ensure that dependencies with other major change projects and business as usual work are understood, mapped and managed.
- Identify and manage risks, issues, assumptions and dependencies as they effect the portfolio and wider organisation, working with the parking service to coordinate a comprehensive response.
- Direct the work of cross-functional and/or project teams, where these are in place, balancing the competing demands of different projects and prioritising workloads accordingly.
- Negotiate with suppliers and sub-contractors where necessary and to achieve desired outcomes.
- Lead and act as a champion for relevant projects, ensuring staff are aware of intended objectives, outcomes and benefits.

- Work with the Director to develop and deliver communications and engagement plans for relevant projects with internal staff and elected members, as well as with external partners and stakeholders.
- Support and participate in meetings, networks, and communications mechanisms that maximise the understanding and delivery of relevant projects.
- Identify and collate relevant data and information to inform the monitoring, management and review of parking related contracted services.
- Support contract monitoring and reviews with external suppliers to enable performance monitoring and improvement and to ensure contracted services provide the best value for the Council.
- Lead and support the development of business cases for service improvements and transformation, ensuring the robust analysis of costs and benefits and modelling of outcomes to ensure sound business decisions. Identify clear business benefits as part of implementation planning, including cashable savings and efficiencies where possible.
- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

3. Service Planning & Development

- Plan, manage, deliver and coordinate programmes in Parking Services, developing and maintaining relevant project documentation in accordance project management methodology.
- Monitor and report on progress against all aspects of relevant projects through regular and bespoke reports to individual Sponsors, Head of Service, Directors, Cabinet Member, and other forums where necessary.
- In conjunction with Procurement, coordinate contract tendering and review processes for parking services, including developing project specifications, supplier liaison, evaluations and implementation processes.
- Support robust contingency, risk management and business continuity planning for the service.
- Provide reports for formal meetings, including Select Committees and CMT.

5. Financial & Resource Management

- Ensure transformational change and associated parking projects are implemented within agreed budgets.
- Collate and utilise data to monitor costs and income and support budget preparation, forecasting and service and resource planning.

6. Contacts

- Primary contact will be with other officers within the Council, external stakeholders and elected members.

8. Additional Responsibilities

- Complete other tasks commensurate with the role in order to fulfil role purpose or as required by management.

9. Key Performance Indicators

- KIPs for the service and projects agreed annually and allocated to relevant officers.

B. Person Specification

Parking Project Manager

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
Project Management qualification (e.g. PRINCE2, Project Management Professional, Agile, or equivalent) or demonstrable equivalent experience and achievements in similar roles	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Ability to work flexibly to meet the needs of the business including occasional working outside of usual hours	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Experience of successful delivery of major change projects in Parking Services related environment.	✓	
Experience of working at a senior and complex level to manage and coordinate strategic projects.	✓	
Contract monitoring and management experience and a track record of achieving good outcomes from external suppliers.	✓	
Experience of navigating governance and decision making frameworks to deliver outcomes.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE

<p>Knowledge of innovative approaches to transforming services in local government and their practical application.</p> <p>Highly developed inter-personal skills, including the ability to empathise with others and to influence, negotiate and persuade peers and more senior stakeholders to pursue desired courses of action that will help deliver projects, enhance services and fulfil corporate priorities.</p> <p>Highly effective and persuasive in both written and verbal communication at all levels, using a variety of communication styles.</p> <p>Ability to apply project management techniques to manage projects efficiently and effectively with a variety of stakeholders.</p> <p>Ability to identify creative, realistic solutions to problems and deal appropriately with issues which may be controversial or sensitive.</p> <p>Ability to prioritise competing demands in a heavy workload under intense and diverse pressures, delivering multiple projects simultaneously.</p> <p>Ability to lead and secure commitment from staff who aren't direct reports and to motivate them to succeed.</p> <p>Ability to work in partnership with contractors to deliver strong services and transformational change</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
5. COMPETENCIES	ESSENTIAL	
<p>Respectful</p> <p>Putting Our Residents First'. Delivers the Customer Care Promise; is welcoming and helpful.</p> <p>Treats all customers and colleagues with dignity and respect according to their individual needs.</p> <p>Takes responsibility for own development and wellbeing.</p> <p>Encourages constructive feedback and is self-aware of own strengths, wellbeing and development needs.</p> <p>Demonstrates active listening skills, shows compassion and takes ownership.</p>	<p>x</p>	
<p>Collaborative</p> <p>Adopts a 'One Council' approach to service delivery.</p> <p>Works towards Council's vision and priorities. Actively listens and contributes to team meetings and decisions.</p> <p>Actively participates in learning activities and applies new knowledge and skills in the workplace.</p>	<p>x</p>	

<p>Efficient</p> <p>Gives clear information about service standards and timescales.</p> <p>Plans, prioritise & organises workload to meet deadlines. Is quality orientated and accepts responsibility for outcomes (positive and negative).</p> <p>Solution focused, challenges existing practices and suggests new ways of doing things.</p>	<p>x</p>	
<p>Shows Integrity</p> <p>Aware of Local Government purpose.</p> <p>Considers financial implications of service delivery. Cost-conscious, aware of budgetary controls and escalates decisions where appropriate.</p>	<p>x</p>	
<p>Open & Honest</p> <p>Willing to try new things, accepts responsibility and learns from own mistakes.</p> <p>Remains positive and engages with change and service improvement.</p> <p>Remains open-minded to new ideas.</p> <p>To be open and honest.</p>	<p>x</p>	