

Job Profile

Position Details	
Post	Contract Monitoring Officer
Service Area	Environment & Neighbourhoods/Operations/Parking Notice Processing
Reports to	Parking Manager
Grade	PO2
Job Family	To be completed by HR

Role Purpose
The post holder will provide a full range of technical support and expertise to the traffic management service on the implementation, monitoring and management of the parking services contracts and service levels agreements.

Main Responsibilities
<ul style="list-style-type: none"> ▪ To assist with the tendering and award of Traffic Management Service contracts liaising with legal and procurement teams, including evaluation and awarding of contract. ▪ To ensure the effectiveness of performance of all contracts and service level agreements and those they are operated to the maximum benefit for the Council. ▪ To identify areas of anticipated and actual under performance and make the recommendations for the appropriate action. ▪ To be responsible for the monitoring of deployment and performance in respect of on-street, car park, CCTV and removal operations, by using the IT and GPS tracking systems ▪ To keep abreast of new legislation in relation to work of the team and take responsibility for implementing those changes. ▪ To ensure that financial and operational procedures are followed in relation to income collected by contractors. ▪ To work with the Council's public relations team and promote a positive image of the service all the time. ▪ To liaise with the IT department and ensure that IT support mechanisms are in place to ensure delivery of service.

- To undertake such other duties as may be required and are commensurate with the basic objectives of the post.

Generic Responsibilities

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
Experience <ul style="list-style-type: none"> • Experience of contract management and monitoring, ideally the monitoring of deployment and evaluating output. • Experience of financial analysis and monitoring of budgets and cash-flow projections. • Experience of the full contracts process from initial contract specification through letting to monitoring process and final. • Experience in the use of IT systems. 	<p>E</p> <p>E</p> <p>D</p> <p>E</p>
Knowledge/Skills <ul style="list-style-type: none"> • Knowledge and understating of parking and highway/ traffic management services and the political context in which they operate. • The working of local government including the political context and current pressures and developments. • Enthusiastic and self-motivated with a positive and constructive approach to work and a polite, professional and helpful manner. 	<p>E</p> <p>E</p> <p>E</p>

Main Contacts & Other Information

Main Contacts:

1. Local businesses and members of the public
2. Elected Members
3. Contractors
4. London Councils
5. Representatives from other London Local Authorities

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
*				
Are the staff based at the same work location?				N/A
Will the post holder be responsible for contract / agency / project staff?				N/A

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	YES	100%	Use of a computer.	YES	100%
Audio typing.	NO		Crisis or conflict situations.	NO	
Walking more than a mile.	NO		Manual handling.	NO	
Working alone or in isolation.	NO		Working in confined spaces.	NO	
Driving a car, van or minibus.	NO		Preparing or serving food.	NO	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	NO		Working in awkward positions, e.g. stooping, bending, reaching.	NO	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	NO		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	NO	
Regular and repetitive movements.	NO		Working shifts / unsocial hours, nights.	NO	
Outdoor work involving uneven surfaces.	NO		Standing or sitting for prolonged periods.	NO	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	NO		Working at heights / on ladders, roof work.	NO	
Teaching, or responsibility for, children.	NO		Outdoor work involving extremes of temperature.	NO	
Electrical hazards.	NO		Control and restraint.	NO	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
N/A
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
N/A
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
N/A
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
N/A
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
Accountable for the use, manipulation and safekeeping of computerised data systems; currently using CE-Civica a parking and traffic management case system. Used for the enforcement of parking/traffic restrictions and the collection of parking debt.
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
N/A