



Job Description and Person Specification

Job Title:	Assistant Enforcement Manager	
Post Number:	P2545	
Grade:	PO1	
Service:	Community and Place Delivery	
Progression:	Progression through the grade is dependent upon performance	
Hours per week:	37 hours per week	
Accountable to:	Parking Services Manager (Operations)	
Date created/ reviewed:	Created Jan 2026	

Job Purpose

Supports the Parking Manager in the coordination and delivery of the Parking Enforcement operational team, ensuring high standards of compliance, staff performance, customer service and service delivery. Provides day-to-day supervision, workforce coordination and operational support, assisting with performance, conduct and attendance matters in line with established procedures.

Support workforce planning and make routine operational decisions within established policies and delegated limits.

Contributes to operational decision-making and service continuity, and supports the resolution of complaints, Member enquiries and escalations, operating within defined policies, procedures and management guidance.

Accountabilities

1. Support and coordinate the day-to-day delivery of the Parking Enforcement service. Provide operational cover in the absence of the Parking Manager for routine matters, escalating complex issues as appropriate. Undertaking the responsibilities of the role within defined Council policies, procedures and service frameworks.
2. Provide day-to-day supervision, guidance and support to CEOs, Senior CEOs and Supervisors (when deputising), including monitoring performance and addressing issues in line with procedures.
3. Plan and manage staff rotas, and prepare, check and approve data for payroll, workforce deployment and resource allocation.
4. Ensure compliance with legislation, TROs, codes of practice and operational policies.

5.	Manage operational equipment, including handhelds, ANPR, radios, PPE, uniforms and vehicles.
6.	Coordinate and oversee the day-to-day operation of the full abandoned vehicle process, including investigations, notices, removals and contractor liaison working within established procedures
7.	Make daily operational decisions to maintain service continuity and resolve issues.
8.	Lead the production, analysis and reporting of operational performance data.
9.	Maintain and improve procedures, risk assessments and safe systems of work.
10.	Support budget monitoring and approve operational expenditure in line with financial procedures and within delegated authorisation limits.
11.	Support the handling, coordination and quality assurance of complaints, Member enquiries and service escalations, ensuring quality and making recommendations for improvements as required.
12.	Represent the service at internal and external meetings.
13.	Promote a positive, professional and inclusive culture, modelling Council values and ensuring high standards of conduct and customer service.

Demands

1. Initiative and Independence

Able to deal with conflicting demands and multiple priorities, responding to operational issues, staff queries and equipment problems, with sustained attention to detail. Plan workload in response to operational needs of the service with flexibility to re-prioritise if emergencies arise.

Ability to take ownership of issues arising in the course of day-to-day operational requirements.

Ability to work within service policies and procedures and use a degree of discretion in decision making to address a range of problems.

Ability to apply appropriate procedures for a solution and make suggestions for amendments to procedures as identified.

The post holder will need to show empathy, use persuasion, negotiation and tact in a wide range of circumstances.

2. Mental Demands (meet deadlines, conflicting priorities, interruptions)

Post holder will be required to deal sensitively and appropriately with customers who become upset or angry about enforcement decisions, or who are unreasonably persistent or vexatious.

Ability to write reports and other documents e.g. to support enforcement action.

Attention to detail and to work through interruptions from colleagues and service users throughout the day, this includes face to face and telephone interruptions.

Ability to communicate often complex information in a straightforward and easily understandable manner to people may be facing enforcement action.

Ensure that procedures related to Parking enforcement are conducted within target timescales.

3. Physical Demands (duration and frequency of physical pressures)

Office-based with occasional hybrid working site visits requiring walking short distances and working outdoors in varying weather.

Able to work from the office as required.

4. Emotional Demands (Dealing with emotional situations)

Dealing with upset and difficult customers and other stakeholders who are involved in parking enforcement cases, representing the council as needed in enforcement cases.

Dealing with tenants who have mental health issues or drug/alcohol dependency.

Working Conditions

Primarily office-based, with some outdoor work.

You must be able to undertake occasional site visits requiring walking short distances and working outdoors in varying weather.

Flexible working may be required, including early starts, late finishes or occasional weekend activity.

Other Employment requirements

Basic Disclosure check.

To be available to assist with responsibilities in accordance with the Corporate Emergency Planning and Business Continuity arrangements.

ROLE SPECIFIC PERSON SPECIFICATION – Assistant Enforcement Manager

Criteria		Essential	Desirable	Assessment
Values and Behaviours				
	We are Customer Driven	X		I,T
	We Care	X		I,T
	We are Confident	X		I,T

	We Work Together	X		I,T
	We are Trusted	X		I,T
Qualifications				
Q1	Good general standard of education – GCSE (or equivalent)	X		A
Q2	City & Guilds Level 2 Award for Parking Enforcement Officers (or equivalent) Customer Service, conflict management, or equivalent experience.	X		A
Q3	Health and Safety training (e.g., IOSH Managing Safely)		X	A
Q4	Evidence of continued professional development relevant to operational services.	X		A
Knowledge				
K1	Understanding of parking enforcement operations, legislation and codes of practice.	X		A,I.
K2	Knowledge of safe working procedures, risk assessment and staff deployment processes.	X		A,I
K3	Strong understanding of data protection, confidentiality requirements and record-keeping standards.	X		A,I
K4	Complaint handling processes and quality standards	X		A,I
K5	HR processes for conduct, capability and attendance	X		A,I
K6	Awareness of Traffic Regulation Orders, parking legislation and enforcement technology such as handheld systems and ANPR.		X	A,I
K7	Knowledge of St Albans district geography		X	A,I
Experience				
E1	Leading or coordinating operational teams	X		A,I
E2	Rota management and resource planning	X		A,I
E3	Managing or supporting conduct, attendance or performance cases	X		A,I

E4	Producing performance reports and analysing data	X		A,I
E5	Handling complaints, escalations or Member enquiries	X		A,I
E6	Delivering staff briefings, training or inductions	X		A,I
E7	Experience with enforcement technology platforms		X	A,I
E8	Contributing to service improvements or change projects		X	A,I
E9	Working in fast-paced, reactive operational environments		X	A,I
Skill and Abilities				
S1-8	<p>Strong organisational and prioritisation skills</p> <p>Clear verbal and written communication skills</p> <p>Ability to analyse data and identify risks/improvements</p> <p>Ability to make independent decisions and solve problems</p> <p>Confident use of ICT systems</p> <p>Ability to deliver operational briefings and guidance</p> <p>Ability to lead performance monitoring and hold staff accountable</p> <p>Ability to quality assure complaint and Member responses</p>	X		A, I, T

Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here](#).