Role Profile

Position	Strategic Parking Lead	
Contribution to Council Strategy	To lead, develop, and deliver the Council's parking strategy, ensuring the effective, efficient and customer-focused operation of the Council's off-street parking facilities and associated parking activities. The postholder will have responsibility for the car parking strategy for the Council, which set the framework for the operation and management of multiple pay and display car parks, parking enforcement and Penalty Charge Notice administration, parking income and reconciliation. The role provides professional advice and leads on consultation on parking charges. The role will ensure that parking services are operated in accordance with relevant legislation, Council policies and financial procedures, while achieving appropriate levels of compliance, income collection, value for money and customer service.	
Grade 6	Finance	November 2026
Reporting to:	Financial Systems Manager	
Your role delivers:	The Parking Lead will take ownership of the Council's parking service and car parking strategy, combining effective operational management with financial control and customer-focused service delivery. The role will oversee the Council's pay and display car parks, parking payment arrangements, income and reconciliation, and parking enforcement and Penalty Charge Notice administration within the service's remit. It will provide professional advice and lead consultation on parking charges, coordinate equipment and infrastructure maintenance with the assets team, and identify opportunities to improve efficiency, value for money and the customer experience.	
You have these essential criteria for the role:	• Experience of managing or supporting parking, enforcement, income collection, revenues or a comparable public-facing operational service. • Experience of financial reconciliation, income monitoring and financial controls.	

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	• Experience of working with high-volume financial transactions and investigating reconciliation discrepancies. • Experience of managing contracts, suppliers or externally delivered services. • Experience of analysing financial and operational information and producing clear management reports. • Experience of developing or improving operational processes. • An understanding of the principles of parking enforcement and Penalty Charge Notice administration. • An understanding of the governance, accountability and customer service requirements associated with working in a local authority or comparable public sector environment. **Skills and Abilities** • Strong financial and analytical skills. • Excellent organisational and problem-solving skills. • Ability to interpret complex information and present clear recommendations. • Ability to manage competing priorities and work effectively to deadlines. • Strong written and verbal communication skills. • Ability to communicate effectively with senior officers, elected Members, residents, businesses and external organisations.

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	• Strong customer service skills, including the ability to manage complaints and sensitive or contentious issues. • Good IT skills, including the ability to use financial, reporting and parking management systems. • Ability to develop effective working relationships across different services and organisations. • Ability to identify opportunities for efficiency and service improvement. •
You may also have these desirable criteria for the role:	• Previous experience within a UK local authority parking service. • Knowledge of relevant UK parking legislation and the regulatory framework surrounding civil parking enforcement. • Experience of parking management or enforcement software. • Experience of cashless and digital parking payment systems. • Experience of managing parking-related budgets and forecasting income. • Experience of preparing reports for senior management or elected Members. • Experience of public consultation relating to parking or other local authority services. •
Your role manages:	• The Council's car parking strategy and the day-to-day operation of its portfolio of pay and display car parks, including parking payment arrangements, income monitoring and reconciliation. The role also manages relationships with parking suppliers and contractors and coordinates equipment, signage and infrastructure maintenance with the assets team. Direct staffing responsibilities remain unconfirmed because they are not specified in the available source information.

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Your role impacts:	• The safety, efficiency and customer experience of the Council's off-street parking facilities; compliance with relevant legislation, Council policies and financial procedures; parking income collection and financial control; value for money; and the operational effectiveness of parking equipment and payment arrangements.
Your role connects you with:	• The Financial Systems Manager; the assets team; colleagues involved in parking operations, enforcement, Penalty Charge Notice administration and income reconciliation; external parking suppliers and contractors; and parking customers and stakeholders participating in consultation on parking charges.
Success in the role means:	• Car parks operate safely, efficiently and in accordance with Council policies and procedures; parking income is monitored and reconciled effectively; payment arrangements and equipment support reliable service delivery; professional advice and consultation inform parking charges; and improvements deliver appropriate compliance, income collection, value for money and customer service.
Your role regularly includes:	• Managing day-to-day car park operations; overseeing pay and display machines and other Council payment channels; monitoring usage, income and operational performance; overseeing parking income reconciliation and associated parking activities; liaising with suppliers and contractors; coordinating equipment and signage maintenance with the assets team; and identifying service improvements.
Your key inputs into the role are:	• Professional advice on parking strategy, operations and charges; analysis of car park usage, income and operational performance; financial oversight of parking income and reconciliation; coordination across the parking service, assets team and external providers; and proposals to improve efficiency, compliance, value for money and customer service.
Your role occasionally includes:	• Leading consultation on parking charges and contributing to the development of the Council's car parking strategy as part of the role's overall responsibility for that strategy; coordinating individual repair or replacement projects for parking equipment, signage and associated infrastructure with the assets team; and supporting changes to parking payment arrangements and service improvements as required.
All members of staff are required to:	• Comply with all statutory requirements and regulations, and policies and procedures of the Council within the remit of the post

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	• Be responsible for making themselves familiar with the council's Safeguarding Policy and raising any concerns that they have with their line manager, Safeguarding Lead and the relevant external agencies • Be responsible for making themselves familiar with the Council's health and safety policy and fulfilling any duties, responsibilities or tasks relevant to the post • Contribute to Risk Management, including Financial Management practices within the remit of the post • Comply fully with the Data Protection Act 2018 • To actively participate in both corporate and post specific learning and development activities and to continually develop skills and abilities within the role • To contribute to a work environment in which everyone is treated with dignity, respect, courtesy and fairness and where all employee behaviour is in line with the Council's values
Other role requirements:	Location: Hybrid. Direct staffing responsibilities and the specific DBS, travel, political restriction and statutory-post requirements are not established by the available source information and require confirmation.
DBS Check	Not a requirement of the role
Travel	Access to transport required for this role – Casual User Rate or public transport costs reimbursed for occasional travel
Politically Restricted Post	This post is not politically restricted under the Local Government and Housing Act 1989 and the Local Government Officers (Political Restrictions) Regulations 1990
Statutory Post	This post is not a statutory post under the Local Government and Housing Act 1989 and Local Government Act 1972