Job description

Car parking and contract monitoring officer

Immediate team	Technical Services team
Service team	Development and Corporate Landlord
Line manager's job title	Technical Services Manager
Number of direct reports	none
Salary and grade	Grade 6 £46,402
Duration of role	Permanent
Hours per week	37 hours per week
Location	The designated office base is Abbey House, Abingdon. The councils operate in a truly flexible, and hybrid way where the focus is on outcomes not where you work.
Employing council	South
Probationary period	Three months
Notice period	One month
Annualised hours apply	Yes
DBS check required	No
Date job description updated	10 Nov 2026

About the role and what we're looking for

Job purpose

To work in support of the Technical Services Manager to help deliver the car parking and mooring service for South and Vale. The role will primarily monitor the parking service as provided by the contractor as well as line manage one officer who patrols and enforces the moorings in Abingdon.

You will oversee the car park enforcement and notice processing by Saba and on behalf of the councils deal with the second stage disputes under the Traffic Management Act 2004.

You will deal with all aspects of car park and moorings reactive repairs and maintenance and planned work looking forward a number of years.

The role will help to develop some policies such as for mooring and also have some involvement with reviewing car parking contracts such as security, lighting and electricity.



The role will work with colleagues such as finance to planning to help plan a strategic approach to how the councils deliver car parks as part of local government reorganisation.

In addition, there are on-going projects related to car parks such as:

Electric vehicles (EVs) working with the OCC project team and county wide project officer and colleagues in climate action to install additional EV chargers on council land (in car parks, community and leisure centres)

Charter car park maintenance to include current inspections, security, health and safety arrangements and review of security contract. And be part of wider CARF (central Abingdon regeneration framework).

Day to day car park maintenance issues and engineering minor works contract, working with colleagues in property assets to include hard surface repairs to paths and roads (including potholes) car park lining, installation of bollards and fencing etc.

Virtual parking permits, rolling out new system to councillors and the public.

Main duties and responsibilities

- manage the service delivery and the parking provider under contract
- reply to appeals to penalty charge notice after the Notice to Owner stage and represent the council at the Traffic Penalty Tribunal
- review and monitor parking and mooring service delivery through key performance indicators and trackers
- organise and chair regular contract monitoring meetings, oversee all actions arising
- able to demonstrate good skills in managing different projects
- keeping up to date written procedures and processes
- procuring and managing new and existing contracts
- use of new task management system on council system (Concerto)
- reporting on service delivery

The duties may vary from time to time without changing the nature of the post or the level of responsibility and the post holder may also be required to carry out any other duties appropriate to the grading of the post.

disability confident EMPLOYER



About you

Your essential qualifications

- Degree qualification or equivalent

Your essential skills, knowledge and experience

- Significant experience in contract management, including re-tendering, specification writing, contract evaluation and award processes.
- Strong analytical and written communication skills, with the ability to interpret data and produce technical specifications for parking and moorings improvement projects.
- Demonstrable ability to manage disputes fairly and consistently, particularly in relation to Penalty Charge Notices (PCNs).
- Well organised, methodical and proactive, with strong problem-solving skills, initiative and persistence in achieving positive outcomes.
- Effective team player with good IT skills (including Microsoft Word and Excel), sound knowledge of health and safety requirements, and the ability to work collaboratively across multiple council services and stakeholders.

If you have the following experience or qualifications – it's a bonus

- Understand and experience of council policies and procedures.
- Knowledge of car parking/moorings service provision
- Specialist databases – Concerto and GiS mapping

Your style and behaviours

- Ability to communicate effectively with contractors, colleagues and customers at all levels.
- An enthusiastic and proactive approach to work
- Positive and clear communication skills
- Ability to achieve targets and deadlines.
- Ability to prioritise own workload.
- Ability to identify and then resolve problems.
- Highly developed interpersonal skills – able to deal with wide variety of people in friendly and professional manner.

Work related requirements:

This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2017; the requirement to fulfil all spoken aspects of the role with confidence in English applies.	No

Politically sensitive post	No
DBS check required	No
Full driving licence and use of a car for work	Yes
This role requires you to drive a company vehicle for work	No
This role may require you to work during the councils Christmas closure period	No
This role may require you to work evenings and weekends	No
This role may require you to work five out of seven days on a rota basis	No
This role is location specific	No

About us

Our Vision

We are customer focused and approachable. We are honest and open and are committed to providing high quality cost-effective public services.

Our Values



Our vision and values are important to the councils, and we expect you to support them and embed them in the way we work.

The benefits we offer

- A basic 26 days **annual leave** per annum, rising to 31 days after five years. You also have all the bank holidays to look forward to and time off between Christmas and New Year.



- **Flexible working and annualised hours** – a flexible approach to work that our employees love!
- **Salary pay awards** – most jobs give scope for a pay increase after six months or the following April (depending on your start date) and we also review salaries each April.
- A generous career average **pension** scheme which includes life insurance of three times your salary
- The opportunity to **purchase a bike** through Cyclescheme (cheaper than directly through a store) so that you can cycle to work!
- Various schemes to **keep you healthy** (reduced gym membership, free swims, free eye tests for DSE users and more)
- We give you two days per year to **volunteer** within the local community.
- A range of resources, support, and activities to help you maintain your **wellbeing** including a monthly wellbeing hour in addition to annualised hours (the ability to work flexibly as long as, over the course of the year, you complete your contracted hours) and annual leave.

How to apply

Having read about our role if you have any questions please email carparks@southandvale.gov.uk to contact either Adrian or Lynne.

If this job excites you please complete our online application at https://southandvale.livevacancies.co.uk/#/
We look forward to hearing from you.