



Job Profile and Working for Stockport

Our Council

Join us at Stockport Council – MJ Local Authority of the Year 2025

Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

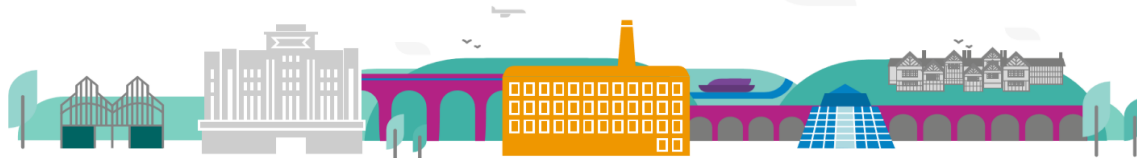
Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>





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About the Job

Role:	Assistant Parking Manager - Parking Facilities & Moving Traffic Enforcement
Service Area:	Thriving Neighbourhoods (Parking)
Directorate:	Services to Place
Salary Grade:	SO2

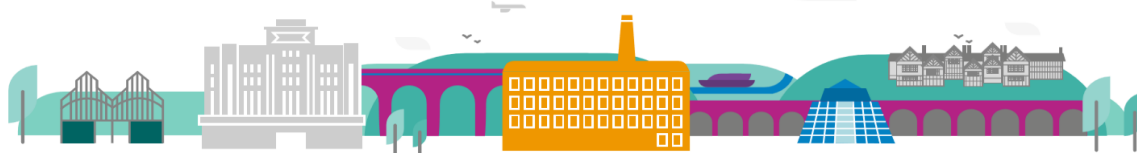
Main Purpose of the Job

To support the specialist Thriving Places Neighbourhood Manager by leading a team of Parking Facilities Officers to coordinate, support and deliver parking facilities and moving traffic enforcement services across Stockport. The role contributes to the safety of residents, visitors and other road users through the enforcement of road traffic restrictions and the continued provision, development and maintenance of the Council's parking offer.

The postholder will oversee the day-to-day delivery of parking facilities and moving traffic enforcement activity. This will include assisting with the coordination of service activity, supporting officers within the team, monitoring information and performance data, liaising with contractors, and helping to ensure that work is completed in accordance with legislation, Council policies, local procedures and good professional practice.

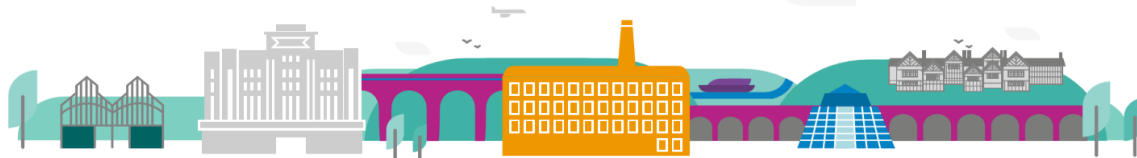
Key Responsibilities

- Manage a varied caseload in accordance with legislative and regulatory powers and duties, codes of practice, corporate policies, local systems, guidance and good professional practice.
- Contribute to the achievement of the Council's key priorities through effective Parking Service delivery.
- Work as part of a team to meet deadlines and fulfil the roles and responsibilities of the Parking Service.
- Report to and support the specialist Thriving Places Neighbourhood Manager in the delivery of parking facilities and moving traffic enforcement services.
- Deputise for the specialist Thriving Places Neighbourhood Manager as required, and provide advice to senior managers, elected members, colleagues, residents, businesses, visitors and other stakeholders in relation to parking facilities and moving traffic enforcement matters.



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- Support the day-to-day coordination of work undertaken by Parking Facilities and Moving Traffic Support Officers, including assisting with work allocation, monitoring progress and providing guidance where required.
- Liaise with contractors involved in moving traffic enforcement activity, helping to monitor day-to-day service delivery and ensuring issues are identified and referred to the specialist Thriving Places Neighbourhood Manager where appropriate.
- Assist with the monitoring of contractor performance information, service updates and operational issues relating to moving traffic enforcement.
- Contribute to the planning, implementation and review of project work, surveys and service activity relating to parking facilities and moving traffic enforcement.
- Maintain policies, procedures and operational guidance in relation to team activities, including supporting the maintenance of the Traffic Penalty Tribunal Library for parking and moving traffic enforcement.
- Represent the authority at Traffic Penalty Tribunals as required, ensuring that evidence, documentation and case information are prepared accurately and in accordance with statutory requirements.
- Assist with parking facilities and moving traffic enforcement related FOIs, statutory returns, annual reports and other service information requests.
- Respond to complaints about the service in line with Council practices and procedures, including investigating issues, preparing draft responses and making decisions in relation to refunds where appropriate.
- Advise colleagues and members of the public in relation to parking policies, procedures, enforcement processes and moving traffic enforcement matters.
- Use IT systems and available data to assist in monitoring the performance of parking stock and moving traffic enforcement activity, helping to inform managers about trends, issues and the impact of decisions on the wider parking offer.
- Monitor and reconcile income and invoices, using IT and financial systems to analyse and present information as required.
- Use IT and financial systems to raise charges, make orders and support the effective administration of parking facilities and moving traffic enforcement functions.
- Assist with the analysis of parking and moving traffic enforcement data to identify trends, performance issues and opportunities for improvement.
- Comply with all health, safety and welfare requirements and responsibilities within the role.
- Assist in the preparation of Service Plans, Committee reports, briefing notes, performance updates and other management information as required.
- Liaise with colleagues, contractors, legal advisors and external partners, complying with legal proceedings and statutory processes as required.
- Attend meetings within the Council and externally as required, representing the Parking Service in a professional manner.



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- Undertake duties outside normal working hours where required by the nature of the service.
- Work flexibly in the interests of the service. This may include undertaking other duties, provided that these are appropriate to the employee's background, skills and abilities.
- Work positively and inclusively with colleagues, contractors, customers and partners so that the Council provides a workplace and service that does not discriminate on the grounds of age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex or sexual orientation.
- Fulfil personal responsibilities in relation to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency procedures, evacuation, security and the promotion of the Council's priorities.

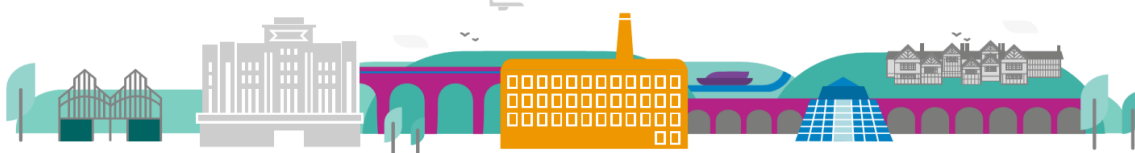
Additional Information

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

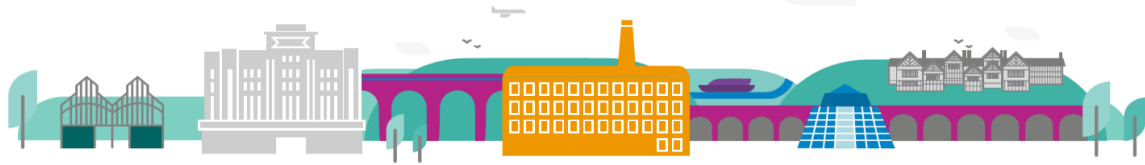


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- Working to the Council's values and behaviours by:
 - Keeping the people of **Stockport** at the heart of what we do
 - Succeeding as a **team**, collaborating with colleagues and partners
 - Driving things forward with **ambition**, creativity and confidence
 - Showing value and **respect** to our colleagues, partners and customers.

The successful candidate will be able to demonstrate:

- Knowledge and experience of working within a parking enforcement and moving traffic enforcement setting.
- Experience of supporting the delivery of parking facilities and moving traffic enforcement services.
- Willingness and ability to take the lead on allocated areas of work and demonstrate initiative.
- Ability to support the day-to-day coordination of work within a team.
- Ability to provide guidance and support to colleagues, escalating issues where appropriate.
- Experience of liaising with contractors or external service providers in relation to operational service delivery.
- Ability to monitor contractor information, identify issues and refer matters to senior officers where required.
- Ability to plan, organise and prioritise workloads to satisfy performance targets and meet deadlines.
- Strong organisational skills and attention to detail.
- Experience of dealing with people at different levels within and external to the organisation.
- Experience of supporting the monitoring of parking services contracts or similar operational arrangements.
- Ability to understand and analyse financial information relating to parking stock and moving traffic enforcement activity.
- Understanding of the organisation's parking stock and the impact of service decisions on the wider parking offer.
- Ability to exercise sound judgement and solve problems, seeking advice where necessary.
- Ability to influence others, communicate effectively and manage situations where there may be disagreement or conflict.
- Ability to extract, analyse and interpret information and data, and present information in a way that supports decision-making.
- Excellent verbal and written communication skills, with the ability to present information clearly and concisely.
- Good understanding of parking data management, moving traffic enforcement systems and wider IT solutions.



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- Customer-focused approach, with an understanding of the needs of residents, visitors, businesses and the organisation.
- Flexible and inclusive approach to work, with a commitment to supporting service improvement and Council priorities.
- Hold a full driving licence.