**Job Description**

**Civil Enforcement Supervisor - Processing**

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| **Service:** | Lancashire Highways Service | **Team:** | Lancashire Parking Services – Back Office |
| **Location:** | County Hall, Preston/Homeworking |
| **Salary range:** | £32,062 - £36,363 | **Grade:** | 7 |
| **Reports to:** | Civil Enforcement Team Leader (Processing) | **Staff responsible for:** | 11 |

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| **Job Purpose** |
| The Civil Enforcement Supervisor (Processing) role is key to ensuring Lancashire County Council meets its obligations under the various legislations such as Traffic Management Act 2004 and The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022 and ensuring the processing of Penalty Charge Notices (PCNs) issued on Lancashire's highway network. This is a challenging but rewarding role. You will have great communication skills to work directly with key stakeholders and contractors. Utilising your excellent organisational and communication skills to manage a small team of back-office processing staff, Technical Support Officers (TSOs).You will work with the team leader to supervise and co-ordinate the TSO's to ensure that the service is fully operational on a day-to-day basis and efficiently meeting the overall service requirements and KPIs. The key objectives of the role are: -* Oversee the day-to-day tasks and activities of the team.
* Provide technical support to the Lancashire Parking Services team and other stakeholders.
* Work effectively and collaboratively with other services and teams within and outside of highways
* Provide technical guidance and resolve non-standard issues for TSO's to ensure customer and service issues are effectively resolved.
* Optimise the notice processing operation and other operations to ensure compliance with legislations and in house procedures/requirements.
* That our customers and stakeholders receive the highest standards of service

The post is a full-time position (37 hours per week).  |
| **Accountabilities/Responsibilities** |
| * To assist with the overall management of resources including:

a) recruitment, selection, induction, training, supervision, and appraisalsb) management and monitoring of performance including attendance, capability, and disciplinary procedures c) to monitor the level of the absence and sickness acting where appropriate and providing recommendations when required to management.d) leadership and direction to staff teams to create a positive team culture * Work with the team leader to ensure that all colleagues are up to date with training, operating practices and statutory requirements.
* Providing or facilitating responses to customer complaints, enquiries, and freedom of information requests. This will include communicating directly with customers, elected members, managers, and internal and external stakeholders in format that is appropriate to the audience, in a timely and professional manner.
* Work with the team leader to maintain suitable levels of accommodation, resources (including controlled and uncontrolled stationery), hardware and software.
* Assist the team leader and manager to implement and maintain a comprehensive service for the council including any third-party contracts (for example Lancaster City Council, hardware and software providers). This will include preparing and monitoring on service KPIs.
* To monitor the effectiveness of the TSO's including undertaking audits of work and performance. Monitoring PCN issue rates and cancellation reasons for quality assurance.
* Undertake other duties as and when required and directed to by your line manager. Which includes covering for the team leader when required.
* Co-ordinate the work of a team to ensure workflow is managed smoothly, that council processes are properly implemented, and that outputs are accurately recorded.
* Manage the performance of staff, following Council policies and procedures e.g., sickness monitoring.
* Identify and raise opportunities for improving procedures and processes within team or work area, to support the continuous improvement of services.
* Act as a technical reference for the team, monitoring and providing guidance on escalated issues.
* Train others in the use of equipment, systems, or work methods in order to support the development of the team.
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| **Other** |
| * **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work. * **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy. * **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times. |
| **Our Values** |
| **We expect all our employees to demonstrate and promote our values:*** **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.* **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.* **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.* **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone. |

**Person Specification: Civil Enforcement Supervisor (Processing).**

All the following requirements are essential unless otherwise indicated by **\***

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

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| **Qualifications** |
| GCSE A-C or Grade 9-4 in English and Mathematics, or equivalent |
| **Experience**  |
| * Experience of supervising a team, including mentoring and training new staff
* Experience of managing an external service contractor
* Experience of dealing with the public or working in a customer focused service
* Experience of using computers and Microsoft Excel, Word, Outlook, Publisher, and PowerPoint
* Experience of working to strict deadlines within defined processes or protocols
* Experience of working to both individual and team deadlines.
* Experience of working autonomously in dealing with the unexpected and resolving problems relevant to the role.
* Experience of delivering excellent customer service.
* Experience of communicating in a range of formats with customers and stakeholders.
* Experience of using ICT in a work or education-based situation.
* Experience of working in a parking enforcement environment\*
* Experience of working in a political environment\*
* Experience in setting objectives and targets to achieve desired outcomes.
* Experience in leading, motivating, supervising, and developing staff.
* Track record of acting on own initiative.
* Experience in managing finances.
* Ability to adapt to different working arrangements, situations, and changing priorities.
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| **Essential Knowledge, Skills & Abilities** |
| * Ability to organise the workloads for a team.
* Ability to communicate technical and non-technical information to the team in a clear and understandable format.
* Empathy and sensitivity to the needs of staff
* Ability to communicate professionally, clearly and calmly with members of the public often in difficult, demanding and potentially aggressive circumstances.
* An ability to maintain high levels of attention to detail.
* Effective literacy, numeracy, written and verbal communication skills.
* A demonstrable ability to develop and maintain good working relationships with a wide range of people and stakeholders, including mentoring and training team members
* Knowledge of relevant parking and traffic related legislation\*
* Knowledge of working in a politically focused environment\*
* Ability to set objectives and targets to achieve desired outcomes.
* Ability to meet deadlines and work to timescales.
* Ability to lead, motivate, supervise and develop staff.
* Ability to act on own initiative.
* Ability to travel around the district.
* Ability to manage finances.
* Good organisational skills including prioritising workloads, decision making and time management.
* Ability to collect and analyse information, attention to detail and skills which demonstrate thoroughness and accuracy in completing tasks.
* Ability to work flexibly in line with the service requirements and present a professional image at all times.
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| **Other Essential Requirements** |
| * Commitment to equality and diversity
* Commitment to health & safety
* Always display the LCC values and behaviours and actively promote them in others.
* You must have a full UK driving Licence. *In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive or are currently preparing to take their driving test.*
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