



Role Profile

Senior Supervisor - Parking

Inclusive Economy & Sustainability Directorate

Role Profile: Senior Supervisor - Parking	Role Profile Number: SBC_12546
Directorate: Inclusive Economy & Sustainability	Reporting to: Service Lead – Parking Services
Grade: CFL 9	Date Prepared: 18/09/2026

Our Values

Our [Values](#) shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The [Swindon Commitment](#) shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

To supervise and coordinate the day-to-day operation of parking enforcement services, ensuring compliance with parking regulations, promoting safe and accessible streets, and delivering a high-quality service to the public. The role leads, supports, and manages parking staff, resolves operational issues, and ensures enforcement activities are carried out effectively, fairly, and in line with legislation and local policies.

Key responsibilities and accountabilities:

- Lead, and support Parking Supervisors, and parking enforcement staff, including daily allocation of duties, monitoring performance, and providing guidance.
- Ensure staff adhere to legislation, local policies, and professional standards.
- Support staff development through coaching, mentoring, and training.
- Oversee the day-to-day operations of parking enforcement, ensuring efficient and effective service delivery.
- Allocate resources, plan work schedules, and manage operational priorities to meet service targets.
- Ensure enforcement of parking regulations is carried out fairly, consistently, and in accordance with statutory requirements.
- Investigate and resolve disputes, complaints, and incidents in line with council procedures.
- Monitor team and individual performance against KPIs, targets, and service standards.
- Prepare and present reports on enforcement activities, operational performance, and issues to management.
- Act as a point of contact for members of the public, councillors, and internal teams regarding parking enforcement matters.
- Promote high standards of customer service and ensure enquiries and complaints are handled professionally.
- Ensure that all enforcement activities are conducted safely, and that staff comply with health and safety policies.
- Identify operational risks and implement appropriate mitigation measures.
- Ensure staff follow council policies, procedures, and guidance on parking enforcement.
- Contribute to the review and development of policies and operational procedures to improve service delivery.

Supplementary Accountabilities

- To provide guidance to elected members enabling them to take strategic planning decisions in line with relevant legislation and the direction of the Council's Highways and Transport Strategy.
- To be a lead technical officer on all aspects of the Parking.
- To be commercially aware and recognise the impacts of your day to day work in unlocking and supporting development.
- Embed and maintain rigour of key service performance indicators and key outputs which

exceed national and local targets.

- Through your visibility as a senior lead, provide clear direction and a motivational and inspirational environment for teams and individuals to develop.
- To respond to queries from internal or external sources regarding the Parking Service.
- To promote the Council's policies and procedures for good records management; ensure that all information related to the post and functional responsibilities is created, maintained, stored and retrieved in accordance with the Councils procedures and policies and legislative requirements
- To deputise for the Service Lead, Parking Services when required.

Managerial

Lead and manage parking enforcement staff, allocating resources, monitoring performance, and resolving operational issues to maintain an effective and professional service.

Professional

Enhance operational efficiency and service quality, working with internal teams, councillors, and external partners to implement best practice and continuous improvement initiatives

Decision making:

The post-holder will need to be able to prioritise the workload of themselves and others to react to incidents and events in challenging circumstances. Decisions may have to be taken rapidly and can be of major direct impact to public and employee safety; road network availability; usage; congestion and budget..

Creativity and innovation

- The post holder is required to seek through their own initiative and creativity, workable solutions to multi-faceted and complex problems and produce innovative and creative ways of managing often unique highway infrastructure assets. In addition, tight deadlines and limited resources often prompt creativity and innovation within the bounds of accepted good practice
- The role requires continual professional development to ensure an awareness of the
- development of new professional and industry practices.
- The role requires creative thought and planning to respond to changing Council and National priorities and Legislation to be able to provide advice and actively promote compliance.
- The need to be innovative and creative is important to drive continuous development and
- produce efficiencies and better ways of working.

Job Scope

Number and types of jobs managed:

The post holder will be expected to carry out appraisals, monitor performance and provide regular 121's with 2 FTE Supervisors and monitor 24 enforcement officers.

Budget Holder:	Yes
Budget Value:	Revenue budget up to £250k
Asset Responsibility:	
Typical tasks supervised/allocated to others	• CEO Activities • Site Visits/inspections • Checking drawings and plans. • Site decision making.

PERSON SPECIFICATION

Qualifications:	Essential or Desirable
• Degree in relevant subject and/or extensive experience	E
• The job requires continual professional development to ensure an awareness of the development of new professional and industry practices and to maintain competence.	E
• Ability to drive	D
Knowledge and Experience:	
• Substantial knowledge and experience of supervising Parking Teams	E
• Extensive knowledge of the specialist fields within area of responsibility and an understanding of the relationship with other specialist fields with the Department	E
• Experience of managing contracts and of procuring external suppliers and contractors	E
• Knowledge of Health & safety legislation including the Construction Design Management (CDM) regulations	E
• Comprehensive knowledge of Transport related legislation and best practice.	E

• Previous experience of implementing Transport related legislation and best practice • Understanding of Local Authority decision-making and governance	E E
Aptitudes, Skills and Competencies:	
• Ability to support and review the implementation of annual plans for area of responsibility, taking account of business and customer requirements and reconciling competing demands. • Ability to develop frameworks for developing specifications and contract documentation. • Ability to represent the Council, provide expert guidance, advice and explain and defend decisions at various meetings, including council meetings, and at public and other meetings with developers and others. • Team player capable of influencing and working within cross-functional teams at all levels • Ability to make site visits throughout the Borough, and attend meetings across and outside the Borough.	E E E E E
Special Conditions of Recruitment	
• The post holder will be required to operate within any relevant delegations as detailed in the council's scheme of delegation of the council's constitution. • The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and to ensure appropriate representation of the council with residents, the Leader and Cabinet and all elected Members and external bodies.	E E

Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.

