

Nottingham City Council Delegated Decision



Nottingham
City Council

Reference Number:

3946

Author:

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Department:

Commercial and Operations

Contact:

Karen Day

(Job Title: Parking Manager, Email: karen.day@nottinghamcity.gov.uk, Phone: 07592104531)

Subject:

Creation of a Parking Operations Manager Post (Grade I)

Total Value:

£52,450 (Type: Revenue)

Decision Being Taken:

To approve the creation of a new post of Parking Operations Manager within Parking Services (Grade I). This decision is in two parts - the funding for the new post is to be approved by the Portfolio Holder as an executive decision, with the establishment of the post to be approved by the Corporate Director under Delegation 16.

Reasons for the Decision(s)

Having a Parking Operations Manager for the Parking Services team is essential to guaranteeing effective proactive management, delivery and expansion of this vital Council service and ensuring revenue and customer service levels do not stagnate or decline. The post is also key to providing a second tier of middle management in the team, to provide resilience in the management and operational structure in this high-profile service. The post will provide the day-to-day parking services with the strong leadership required to focus on continuing performance. It will assist in delivering the substantial annual service plan targets and, more importantly, the five-year service plan of being Nottingham's leading parking provider, in addition to successfully delivering the new Broadmarsh project as an exemplar parking operation in Nottingham and the East Midlands.

The role is also essential when expanding the scope of operations so that the service does not suffer from a lack of operational management capacity and ownership during service recovery from the Coronavirus pandemic, to avoid deterioration of service delivery and unnecessary delays on responding to new opportunities, and to focus on business performance and the directorate's commercial-focussed strategy. Currently, a lack of management resources means that the Service Manager and team are predominantly focussed on dealing with internal operational issues (such as maintenance issues and works, complaints, machine break-ins, contract management, income generation, vagrants, drug taking and begging), so the new role will improve capacity. This key service has performed exceptionally well in 2019/20, but the service needs to be sufficiently resourced to effectively continue delivering strong performance and maximise all the opportunities open to it, so the management structure should be strengthened before the opening of the new Broadmarsh multi-storey carpark.

Other Options Considered:	<p>Do nothing: this option has been rejected as having resilience in the team to deliver on the outcomes expected within the Parking team for the new Broadmarsh carpark and recovery of the parking income following Coronavirus, the Clifton Bridge works and District Heating works, which have had a major impact on income. The Operations Manager will support the frontline operations to achieve this, and support the Service Manager to identify new opportunities for income generation.</p>
Background Papers:	None
Published Works:	None
Affected Wards:	Citywide
Colleague / Councillor Interests:	None
Consultations:	Those not consulted are not directly affected by the decision.
Crime and Disorder Implications:	<p>This post will support/manage the frontline operations with responsibility to ensure the parking network is well maintained and fit for purpose, to ensure that we maximise patronage across our network. The post-holder will ensure such things as Health and Safety issues are dealt with, including lighting and CCTV, to ensure citizen safety and reduce crime and anti-social behavior within multi-storey carparks. Parking operations is a 24-hour, 365-day service, and it is vital that this post-holder works closely with colleagues, Police, the British Parking Association, and Parking Enforcement and Compliance to ensure a fit-for-purpose operation that is a positive experience for customers, so that they feel safe using our services.</p>
Equality:	EIA not required. Reasons: This decision does not represent a change to policy, services or function.
Relates to staffing:	Yes
Decision Type:	Portfolio Holder
Subject to Call In:	Yes
Call In Expiry date:	10/08/2020
Advice Sought:	Legal, Finance, Human Resources

Legal Advice:

This report does not raise any significant legal issues. The executive decision is to provide the funding for the creation of a new post of Parking Operations Manager. The creation of the post is a non-executive decision for the relevant corporate director.

Advice provided by Andrew James (Team Leader Contracts and Commercial) on 28/04/2020 (reviewed and confirmed 27/07/20).

Finance Advice:

The expected total cost for a Grade I post (at scale point I2) for the 2020/21 financial year is £52,450. There is no budget for this post within Parking Services and the post will be funded through the income generated from on- and off-street parking. This income to fund the new post can be generated from both existing and new work streams. Any shortfall of income generation will result in a pressure within the Service's budgets. Finance will work with Parking Services to ensure that staffing costs, including this post, are apportioned appropriately to the relevant business units that the service supports.

Advice provided by Matthew Connell (Commercial Business Partner) on 24/04/2020 (reviewed and confirmed 24/07/20).

HR Advice:

Management need to ensure that the proposed post is correctly evaluated through Job Evaluation (which has been done). Management will need to ensure that the recruitment is conducted through the appropriate processes, including redeployment consideration. Management should be aware that the selected post-holder should commence on a starting salary of Level 1 within the respective Grade, unless the appointed colleague is already in employment at the Council and on Level 2 of the same Grade, in which case the employee would be matched over at the rate of pay that they currently receive. There will need to be a Support and Development Plan for the new post-holder once appointed in line with managing performance.

Advice provided by Janade Akhter (HR Consultant) on 22/04/2020 (reviewed and confirmed 24/07/20).

Signatures

Rebecca Langton (PH Communities, Highways, Strategic Transport)

SIGNED and Dated: 03/08/2020

Katherine Kerswell (Interim Chief Executive)

SIGNED and Dated: 30/07/2020