

Job Description and Person Specification



This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.

Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.

SECTION A: Role Profile

Post Title	Senior Business Support Officer – Parking Services	Post No	CS859
Directorate	Economy & Infrastructure		
Division	Highways Management		
Band and Salary	Band D £33,673 to £38,510 per annum. Incremental progression is subject to performance.		
Responsible to	Parking and Enforcement Services Manager		
Location	Council House		
DBS Check	Not Applicable		
Fixed Term Contract	This is a fixed term contract for a period of 2 years – funded post		
Fluency Duty	This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers.		
Special Conditions	<u>WORKING HOURS 37 PER WEEK</u> The duties of the Senior Business Support Office need to be flexible in line with the needs of the service. Accordingly, the post holder will work to an agreed shift pattern. In general, the starting hours of the post will be from 8.30am Monday to Friday.		

Role Purpose

To provide senior-level administrative, operational and customer support across the Parking Services function, ensuring high standards of service delivery, accuracy, and compliance.

The postholder will take responsibility for financial reconciliation, data reporting, system administration, and supporting the effective operation of car park assets and abandoned vehicles.

The postholder will ensure high standards of accuracy, compliance, customer service and record keeping, while guiding Business Support Officers and supporting management with operational planning, projects, procurement and contract administration.

The role includes supporting early career and less experienced staff, improving processes, and contributing to service planning and performance monitoring.

Role Responsibilities

- Act as a senior point of contact for complex or escalated customer enquiries via phone, email, online forms and face to face relating to car parks and abandoned vehicles.
- Provide clear, accurate and professional advice on parking rules, permits, PCNs, enforcement processes and related services.
- Manage sensitive, contentious or challenging conversations with professionalism, ensuring appropriate escalation where required.
- Oversee the quality and accuracy of standard correspondence, relating to car parks, permits, business permitting and abandoned vehicles.
- Provide high level administrative support, ensuring efficient workflow and compliance with statutory requirements.
- Process, validate and authorise parking permits, dispensations, suspensions and concessionary parking products, including complex or exceptional cases.
- Maintain accurate electronic and manual records, ensuring data integrity and adherence to GDPR and Council policies.
- Support the coordination of operational tasks across Council-owned car parks and within Council-owned parking areas and abandoned vehicles.
- Support the Parking Services Operations Manager with asset management for Council-owned car parks and equipment, health and safety checks, and management and escalation of potential risks within Council-owned parking areas.
- Manage the maintenance reporting system and liaise with relevant Council services, contractors and suppliers to monitor progress to ensure works are completed.
- Service contract administration, including arranging contract meetings and maintaining clear records of decisions, actions and contract amendments.
- Support with annual fees and charges increases, signage updates and amendments to tariff configurations.
- Run regular data analysis reports, identifying errors, trends or anomalies and escalating findings to the Parking Services Operations Manager.
- Support the development and maintenance of system workflows, templates and reporting tools.
- Lead on financial checks and reconciliation tasks, including income streams from pay and display, cashless parking, and permit sales.
- Investigate and resolve discrepancies, ensuring accurate audit trails and compliance with financial procedures.
- Monitor contractor or supplier invoices related to parking equipment, maintenance or services, ensuring accuracy prior to authorisation.
- Lead on the abandoned vehicle process ensuring accurate records and full investigation of hazardous vehicles within the appropriate timeframe.
- Support Parking Services Operations Manager with procurement activity for key contracts within the service area.
- Contribute to the continuous improvement of policies, systems and workflows across the Parking Service.

- Identify inefficiencies, propose practical solutions and support implementation of service improvements.
- Create and maintain Standard Operating Procedures (SOPs) and process documentation to support consistency and audit requirements.
- Ensure compliance with statutory requirements, local policies and Council governance processes.
- Provide guidance, support and informal mentoring to Business Support Officers and Parking Assistants.
- Assist with training new staff in systems, processes and customer service standards.
- Support the Parking Services Operations Manager with operational planning, performance monitoring and project work.
- Produce high quality, accurate work to agreed performance targets and deadlines.
- Undertake necessary training to maintain competence across all tasks.
- Participate in the personal development review process.
- Carry out any other appropriate duties as required.

Section B: Person Specification

	Essential Criteria	Desirable Criteria	Measured By
Education & Qualifications	GCSE grade 4 (C) or above in Maths and English, or equivalent qualification.	Additional qualifications in administration, customer service, ICT or data analysis.	Application Certificates

Experience & Knowledge	Significant experience in an administrative or business support environment.	Experience within a parking, enforcement or local authority environment.	Application Interview
	Experience handling complex customer enquiries and resolving challenging situations professionally.	Knowledge of civil parking enforcement legislation.	Application Interview
	Experience working with databases, case management systems or financial systems.		Application Interview
	Experience of financial reconciliation, data accuracy and audit processes.		Application Interview
		Experience supervising or supporting colleagues.	Application Interview

	Experience managing health & safety and risk assessments within a work environment.		Interview
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Skills & Abilities	Demonstrable literacy and numeracy skills.		Interview
	Advanced IT skills, including confident use of databases, Microsoft Office and reporting tools.	Experience producing performance or financial reports.	Application Interview
	Highly effective communication skills, both written and verbal, with the ability to handle sensitive or complex enquiries.		Application Interview
	Strong problem-solving skills and the ability to work independently.		Application Interview
	High level of accuracy and attention to detail.		Application Interview
	Ability to interpret data, identify issues and escalate appropriately.		Application Interview
	Ability to support, guide or mentor colleagues effectively.		Application Interview
	Ability to implement effective change or improvements within the workplace		Interview
	Strong organisational skills with the ability to prioritise multiple tasks and meet deadlines		Application Interview
	Customer-focused approach with the ability to work effectively in a busy service environment.		Interview

Core Behaviours	Ambitious – take ownership and look for ways to make things better, while being aware of risk and cost; aim high and encourage yourself and others to do your best; look for and share ideas to improve how things are done; actively seek out information, evidence and good practice to promote fairness, inclusion and better outcomes for everyone. When leading and managing others – you will help your team see how their work contributes to the Council's goals; acknowledge and celebrate individual and team success; make sure your team has what they need to do their job well; support your team to use resources wisely and work in inclusive, equitable ways.	Interview
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	Adaptable – keep an open mind to new ideas and change and be flexible in how you work; take the lead in finding solutions; listen to feedback and use it to improve; learn from what works and what doesn't, adjusting your approach as needed, considering different experiences and viewpoints. When leading and managing others – you will be a role model by showing a positive attitude towards change; encourage your team to try new ideas and support them to learn from the outcomes; help your team navigate change by listening to their concerns and supporting them to move forward.	Interview
	Respectful - treat everyone fairly and in a supportive way; value and consider different viewpoints and lived experiences; actively listen and engage in respectful challenge when needed. When leading and managing others – actively listen and encourage open dialogue in your team; promote inclusion by supporting your team to consider different perspectives; encourage collaboration across teams to broaden understanding and respect for others.	Interview
	Trustworthy – honour your commitments and be transparent if things change; communicate openly and honestly, especially when faced with challenges or limitations; take responsibility for your actions and use mistakes as opportunities to grow and learn. When leading and managing others – communicate clearly, openly and consistently with your team; take ownership for decisions and learn from mistakes; support the wellbeing of your team by offering guidance and showing care.	Interview

Other Requirements			
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Compiled/Reviewed by	Kash Dhadwar
Date	October 2026

Section C: Additional Information

Corporate Parent Responsibilities

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

Health and Safety

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council's Corporate Health and Safety Policy and any local safety procedures.

Information Management

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

Training and Development

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

Solihull Behavioural Framework

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

Mobility

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

Variations to Job Descriptions

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.