

PARKING CONTRACT MANAGER – CAMBRIDGE

Reporting to the General Manager South and East Anglia, the Contract Manager for the parking enforcement contract with Cambridge City Council is responsible for the proactive management of customer and staff relations and budgetary control of direct costs in respect of this contract.

The contract commenced in October 2004 and is a 5 year (minimum) contract. The Cambridge parking team won the British Parking Association's 'Best Team' award for 2005 and we are very proud of the way this contract demonstrates our skills in respect of the delivery of parking services.

The contract manager is responsible for a team of 25 parking attendants, ensuring that they correctly issue penalty charge notices in accordance with defined patrol routes and regulations on behalf of the Council. Notice processing is carried out in house by the Council, but for which Legion provide IT support. There is therefore a very close working relationship between Legion and Council management and the Contract Manager is required to report to the Council against key performance indicators in detail.

Candidates therefore will be required to demonstrate examples that prove that they have the relevant experience to fulfil the demands of this role, including Management or at least supervisory and cost control experience in a service delivery environment, good interpersonal and communication skills, computer literacy, and an understanding of the legal aspects of parking enforcement.

The demands of this role require that the successful candidate will on occasion need to work at evenings and weekends to meet the needs of the business, so a flexible approach to working hours is essential.

Please apply with covering CV to: -

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Closing date for applications is 3 October 2008

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