



Job title: Parking Services Manager

Salary: £49,256 - £57,142 per annum, dependent on experience (pay award pending)

Hours: 37 per week, open to flexible working patterns and hours

Hybrid working: Flexibility with homeworking and office-based days

The Role

Are you ready to lead a service that directly shapes how people experience our towns and communities every day? Do you have the vision and leadership skills to deliver an efficient and customer-focused approach?

As our Parking Manager, you will lead and develop the Council's parking service, ensuring it operates effectively and delivers consistently high standards for residents, businesses and visitors to the District. You will oversee parking enforcement and administration, working closely with Team Leaders to maintain a successful and efficient service.

As well as overseeing day-to-day operations, you will also play a key strategic role. You will be responsible for developing and implementing parking policy, setting tariffs, managing Traffic Regulation Orders, and delivering parking schemes and initiatives that support the Council's wider transport priorities and corporate objectives. This will involve close collaboration with the Transport, Parking & Projects Service Manager, the Transport Policy & Projects Team Leader, Hertfordshire County Council, other local authorities, contractors, councillors, and key stakeholders.

In addition, you will manage procurement and contracts, carry out research, surveys and data analysis, and provide clear professional advice on operational parking matters including enforcement to colleagues, councillors and the public. You will also oversee parking challenges, representations and appeals.

We are seeking an enthusiastic and self-motivated professional with broad experience in the parking sector, able to thrive in a busy environment and bring strong expertise to the service.

We particularly welcome applications from women in leadership and people from ethnic minority backgrounds.

The experience you will bring

We are looking for someone with experience of successfully managing a full parking service and leading multi-functional teams, including supporting, motivating and developing staff.

You will have strong knowledge of the parking sector and relevant legislation, along with experience in project management, contract delivery and performance monitoring. You will also have practical experience of parking enforcement and administration, including ensuring legal compliance, overseeing parking challenges and appeals, and responding professionally to enquiries and issues raised by the public.

You will understand how parking policies, strategies and schemes are developed and implemented to support wider organisational objectives.

You should be well organised, with strong verbal, written and presentation skills, and able to work effectively with a wide range of stakeholders while delivering excellent customer service. You will also need to show initiative, have strong interpersonal skills, and be confident using and learning a range of software systems.

Please note that the successful applicant will be subject to a Disclosure and Barring Service check.

About us

North Hertfordshire is a large rural district with approximately 140,000 residents with four historic towns, Hitchin, Baldock, Royston and Letchworth Garden City. The Council have four priorities: Thriving Communities, Accessible Services, Responsible Growth and Sustainability. The [Council Plan](#) sets out our key priorities and themes for the next five years. The North Herts Values define how we as colleagues work with each other, and we strive to be: Adaptable, Inclusive, Learning, Listening, Together. [Find out more.](#)

Why work with us?

We are committed to promoting equality, diversity, and inclusion in our recruitment practices and in our employment policies. We want our employees to feel safe to express themselves and we encourage applicants from diverse backgrounds with a wide range of talents. We are dedicated to promoting a healthy work/life balance, valuing our employees, and enabling them to make a difference to the local community. [Find out more.](#)

Please note that all our vacancies require you to live and work in the UK, and selection interviews are face-to-face in our Letchworth offices.

At North Herts Council we are proud to be a Disability Confident employer and we guarantee an interview to anyone disclosing a disability whose application meets the minimum requirements for the job.

If you would like an informal chat about the post, you can contact Louise Symes, Transport, Parking & Projects Service Manager on 01462 474359.

Please note, we reserve the right to close this vacancy early if we receive sufficient suitable applications. Therefore, if you are interested, please submit your application as early as possible.

Dates

Closing date: Midday Wednesday 5th August 2026

Interviews: Friday 21 August and Tuesday 25 August

