

Position details form

1. Identifying information.			
Directorate:	Marketing		
Position name:	Enforcement Operational Manager	Numbers of this position:	1
Where located: e.g. N, M, S, W&W	National		
Acceptable reporting bases:	Within an enforcement area		
2. Level of similarity to existing positions.			
Similar to the Enforcement Manager role			
3. Overall purpose of the position.			
To manage the Enforcement Team to effectively and efficiently implement the enforcement processes with regard to evasion and non compliance of licensing terms and conditions.			
4. A list of key responsibilities. Key responsibilities that fall within the remit of this position in achieving the above. Ideally between 5 and 8 key responsibilities.			
<ol style="list-style-type: none"> 1. Manage the staff in your team, including carrying out development reviews, audits, recruitment, discipline, compiling rosters etc and ensure process compliance across full teams 2. Responsible for the implementation of policy and procedures to reduce licence evasion; ensuring compliance with these and other licensing terms and conditions. 3. Deliver a credible cost effective enforcement process and monitor performance and contribute to the continuous improvement of the enforcement processes. 4. Monitor progress against these policies and identify further areas requiring resolution. 5. Investigate and report on specific tasks/incidents including complaints investigation and take responsibility for responding within the set guidelines. 6. Liaison with Finance teams with regard to licensing and mooring budgets and the monitoring of income and expenditure against these budgets. 7. Liaison with Shared Service and BLT departments to manage aged debt and non standard payment terms and the process. 			
5. Where it fits into the structure.			
Reports to the National Enforcement Manager and has direct line management responsibility for the Enforcement Supervisors.			
Strong links with the other Boating Teams (moorings and trade), especially with the Boating Support Supervisor, Analyst and Contracts Manager.			
Outside the marketing directorate – Boat Licensing Team, Shared Services and the Waterway Offices.			
6. Required capabilities: qualifications, skills, experience, personal qualities			
This role requires a proven track record in man management or project leading.			
Good knowledge of British Waterways' enforcement procedures, bye-laws and boat licensing terms and conditions.			
High level of customer service skills, ability to deal with complex issues and a variety of customers in difficult circumstances. Ability to communicate effectively both internally and externally to a wide variety of customers, including user forums.			
Computer literacy, including knowledge of appropriate business software and systems and SAP			
Driving licence essential – company car.			

