



# Role Profile

<b>Technician (Parking Management)</b>				<b>Purpose</b>			
Reference No.	A4619	Type	Individual	To support the work of the Parking Management & Public Transport Infrastructure team. The post holder will assist in the day to day management of the parking appeals process and undertake detailed analysis of enforcement activity.			
Service	Roads and Transportation Services						
Job Family	Technical 5	Grade	FC5				
<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:				<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility		<b>E</b>	<b>D</b>
Assist in the day to day management of Fife Council's parking appeals process, dealing with both formal and informal representations.				Experience in dealing with the public in a customer focussed environment	✓		
				Educated to SCQF level 5, which includes National 5 or SVQ level 2 or Standard Grades at Credit level or equivalent	✓		
				Educated to SCQF level 7, which includes an HNC, SVQ3 or equivalent		✓	
				Ability to provide a regular and effective service (Deliver Results – See 'How We Work Matters' Framework)	✓		
				Experience of dealing with parking appeals		✓	

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<p>Carryout detailed analysis of enforcement activity, producing monthly reports and identifying areas for improvement.</p> <p>Assess the standard of enforcement activity by reviewing PCNs issued to identify any errors or potential training gaps, working with the Parking Supervisors to address issues and contribute to continuous service improvement.</p> <p>Dealing with Freedom of information requests in relation to the parking management operation.</p>	<p>Knowledge of the regulations and legislation relating to parking enforcement</p> <p>Attention to detail skills</p> <p>Numeracy and literacy skills</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Liaise with external providers associated with the recovery of monies and adjudication of appeals.</p>	<p>Organisational and administrative skills</p>	<p>✓</p>	
<p>Prepare evidence and reports for submission to the Parking Tribunal Service in connection with formal appeals. Where required, represent the service at adjudication hearings both face to face and by telephone as required.</p> <p>Monitoring of appeals and adjudication process to ensure a high level of service.</p>	<p>Experience of evidence gathering and report writing</p> <p>Ability to work independently and with minimal supervision</p> <p>Experience of conflict handling and dealing with difficult or challenging customers in a calm and professional manner</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Monitoring, providing advice and troubleshooting Fife Council's mobile payment service.</p> <p>Assist the Lead Consultant in the performance of their duties and provide a support service to professional staff.</p>	<p>IT skills (Embrace technology and information)</p> <p>Customer service skills (Focus on customers)</p>	<p>✓</p> <p>✓</p>	
<p>Undertaking all other duties as required for the role. Duties will be in line with the grade.</p>			

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<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
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			<b>D</b>
<b>Job Title (Specialists Tasks)</b>			

<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>	
<b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
<b>Additional Information</b> – the following information is available:	<b>Expected Behaviours</b>
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>