



# Role Profile

## Parking Coordinator

Reference No.	SS2385	Type	Individual
Service	Roads and Transportation Service		
Job Family	Professional 1	Grade	FC7

### Purpose

To oversee the management of the day-to-day parking operation in relation to the enforcement of on-street and off-street traffic regulations and charged parking.

To plan and co-ordinate the Council's decriminalised parking enforcement operation including legislative and financial matters.

To assist with the ongoing development and implementation of Fife Council's Parking Strategy.

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Assist Lead Consultant Parking Strategy & Operations in the performance of their duties.

To liaise with and monitor the performance of the Council's external notice processing provider.

To assist with the appeals process including gathering information, presenting evidence and attending hearings.

### Person Specification: Skills, Knowledge,

**Qualifications or Experience** - Criteria can apply to more than one task or responsibility

**E**

**D**

Moderate post qualification experience in Transportation /Parking Enforcement or other relevant field.

✓

HNC/HND/SVQ4 or equivalent in Transportation/Parking or other relevant subject(s).

✓

Appropriate management training/qualification.

✓

Knowledge of legislation relating to decriminalised parking enforcement.

✓

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<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>
Prepare and present reports to committee.	Ability to communicate effectively at all levels.	✓	
Keeping abreast of current industry practices, regulations and policy raising awareness amongst staff and senior management where relevant.	Membership of an appropriate professional body.		✓
Assist in the development of Fife's parking strategy.	Can do attitude, flexible and able to adapt to new ideas.	✓	
Manage staff resources and allocate workloads based on strategic policy and local intelligence.  Responsible for overseeing the allocation of weekly duties and rotas for Parking Attendants/Parking Supervisors.	Staff supervision and development.  Ability to motivate, develop and support unit members using appropriate supervisory skills.  Team player and motivator.  Experience at a supervisory level in a parking enforcement team/organisation.  Knowledge of HR policies and procedures.	✓  ✓  ✓	    ✓  ✓
To manage the day-to-day parking operation in relation to the enforcement of on street parking, off street traffic regulations as well as local enforcement issues.	Ability to prioritise objectives, meet deadlines and respond positively under pressure.  Able to persuade and influence effectively.	✓	  ✓
To plan and co-ordinate the Council's decriminalised parking enforcement (DPE) operation.	Ability to work with minimum supervision and exercise judgement and initiative.  Knowledge of Council Services and procedures  Geographical knowledge of Fife, particularly town centres.	✓	  ✓  ✓
Preparation/presentation of regular management/performance reports on DPE operations.	Good administrative and numeracy skills.  Good oral, organisational and numeracy skills.	✓  ✓	

E = Essential Criteria    D = Desirable Criteria

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Dealing with enquiries, requests, complaints etc. from members of the public, councillors, MP/MSP and other bodies in relation to the DPE operation.	Ability to deal with the general public including irate customers effectively and courteously. Good customer care skills Experience of working in a frontline customer service role. Excellent customer care skills.	✓ ✓ ✓	✓
Ensure health & safety policies and procedures are implemented and developed as appropriate to ensure safe working practices for Parking Attendants and Supervisors.	Knowledge of Health and Safety issues. Knowledge of health and safety policy, procedures and legislation.	✓	✓
Oversee the management of IT systems in place for the DPE operation and ensuring the maintenance and development of same via external and internal providers.	Ability to use Microsoft office and other computer-based applications efficiently.	✓	
Manage the use of CCTV (body system) ensuring Council policy is adhered to in its use and distribution.	Experience of computer-based management information systems.		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
<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>

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> <li>• Take Ownership</li> <li>• Focus on Customers</li> <li>• Work Together</li> <li>• Embrace Technology &amp; Information</li> <li>• Deliver Results</li> </ul>