

PARKING ATTENDANT				Purpose			
Reference No.	I613.01	Type	Individual	To enforce parking regulations and assist in the efficient management of on and off-street parking throughout Fife in relation to Decriminalised Parking Enforcement (DPE) legislation.			
Service	Roads and Transportation Services						
Job Family	Technical 4	Grade	FC4				
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:				Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility		E	D
Patrolling streets and car parks across Fife and inspecting parked or waiting vehicles to ensure compliance with the relevant parking regulations and legislation.				Experience in dealing with the public in a customer focussed environment	✓		
				Experience of working within a parking enforcement environment		✓	
				Educated to SCQF level 4, which includes National 4 or Standard Grades at General level or O' Grades or equivalent		✓	
				Ability to travel throughout Fife	✓		
				Ability to provide a regular and effective service (Deliver Results – See 'How We Work Matters' Framework)	✓		

Role Profile

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Issuing Penalty Charge Notices using a hand held computer and ensuring they are completed accurately and in accordance with the relevant parking regulations and legislation.	Knowledge of the regulations and legislation relating to parking enforcement Attention to detail skills Numeracy and literacy skills	 ✓ ✓	✓
Collating and maintaining evidence to uphold parking offences as stipulated within the relevant regulations, legislation and Council procedures, such as observation notes and photographic evidence.	Organisational and administrative skills	✓	
Writing short reports to support the processing of parking appeals and appear as a witness before the adjudication service as required.	Experience of report writing		✓
Informing the police of offences that the Parking Attendants cannot enforce.	Team working skills (Work together)	✓	
Downloading and transferring information between the handheld computer and the central parking system computer. Assisting with parking surveys, where necessary.	IT skills (Embrace technology and information)	✓	
Performing regular checks on ticket issuing machines to ensure that coin, time and printing functions are in order. Resetting and restocking ticket rolls as required, reporting all faults to the Parking Supervisor or the next level of management.	Experience of undertaking first line maintenance or technical support		✓
Monitoring and reporting on parking control and infrastructure maintenance to ensure that parking signs and road markings are to a standard required by legislation to ensure appropriate enforcement.	Geographical knowledge of Fife, particularly town centres		✓
Setting up and removing signs and cones relative to temporary traffic orders and events. Opening and closing access gates or doors to car parks and checking infrastructure operation (including lifts), reporting any faults or incidents.	Awareness of health and safety practices, including manual handling techniques (Take ownership)	✓	
Assisting members of the public as necessary, in a customer focused manner on matters relating to car parking and the related traffic regulation orders, as well as giving general assistance and advice on travel directions etc.	Customer service skills (Focus on customers)	✓	

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	Experience of conflict handling and dealing with difficult or challenging customers in a calm and professional manner	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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

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 checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Role Profile

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results