



Role Profile

Parking Supervisor

Reference No.	I582.01	Type	Individual
Service	Roads and Transportation Service		
Job Family	Technical 5	Grade	FC5

Purpose

To supervise the day-to-day operation of parking attendants and ensure the compliance with the relevant traffic regulation orders associated with metered on-street, off-street parking and waiting restrictions.

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
Managing the day to day operation of parking attendants and parking enforcement operation, including supervision of staff, co-ordination of work, first-line attendance management, undertaking training and identifying training needs.	<p>Experience in a parking enforcement organisation or relevant supervisory experience in a similar environment</p> <p>Ability to provide a regular and effective service (Deliver results – See ‘How We Work Matters’ Framework)</p> <p>Supervisory experience in decriminalised/non decriminalised parking enforcement.</p> <p>Educated to SCQF level 4, which includes National 4 or Standard Grades at General level or O’ Grades or equivalent</p>	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>
Planning and allocating daily/weekly duties and update rotas for Parking Attendants and responding to daily enforcement request as required.	<p>Experience of working with minimum supervision</p> <p>Initiative taking skills (Take ownership)</p>	<p>✓</p> <p>✓</p>	

E = Essential Criteria D = Desirable Criteria

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Undertaking On/Off Street route supervision of Parking Attendants including enforcement training and support.	Ability to travel throughout Fife	✓	
Ensuring Parking Attendants are properly equipped including PPE, uniform and equipment and managing/monitoring supplies.	Knowledge of health and safety issues.	✓	
Preparing and producing of monthly management reports and statistics.	Literacy and numeracy skills	✓	
Utilising the Penalty Charge Notice IT Management system to ensure that all required information is downloaded from handholds as part of the Penalty Charge Notices (PCN) issue and that the evidence is of a suitable standard, providing feedback where required.	Attention to detail skills	✓	
Managing the downloads of Parking Attendants body worn CCTV	Knowledge of legislation relating to on/off street parking enforcement		✓
Managing the downloads of Parking Attendants body worn CCTV	IT skills (Embrace technology and information)	✓	
Liaising with Parking Attendants to resolve any on/off street issues relating to parking, ensuring that they are working in a safe environment.	Experience of responding to, and dealing with, changing priorities and situations	✓	
Managing parking dispensation and the suspension of parking places in liaison with external suppliers, contractors and other groups as required.	Organisational skills	✓	
Managing the day to day maintenance activities and arranging for repairs of the Council's Pay and Display parking terminals.	Geographical knowledge of Fife, particularly town centres		✓
Liaising daily with members of the public giving advice on Traffic Regulation Orders, enquiries, requests, complaints etc.	Customer service skills (Focus on customer)	✓	
Liaising with police and other enforcement agencies as required on matters relating to parking.	Conflict handling skills	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.	Team working skills (Work together)	✓	

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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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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:

- 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