

Role Profile

MOBILE CAR PARK OPERATIVE

Reference No.	FCCT/MCPA/2022	Type	Individual
Service	Operations		
Job Family	FCCT - Operational	Grade	FC4

Purpose

To enforce parking rules and assist in the efficient management of off-street parking within all carparks and land under the management of FCCT throughout Fife. This will involve promotion of the PCN and other parking permit schemes.

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

Patrolling car parks and relevant land managed by FCCT throughout Fife and inspecting parked or waiting vehicles to ensure compliance with the relevant parking regulations and legislation. In addition to the management of the FCCT Parking Charge Notice (PCN) and permit scheme.

Issuing Parking Charge Notices (Invoice) using relevant technology and paperwork ensuring they are completed accurately and in accordance with all relevant legislation.

Collating and maintaining evidence to uphold parking invoices as stipulated within the relevant regulations, legislation and FCCT procedures, such as observation notes and photographic evidence.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

Experience in dealing with the public in a customer focussed environment

Experience of working within a car parking environment

The ability to clearly understand information given in numbers, symbols, diagrams, and charts for different purposes expressed in graphic, numerical and written formats. E.g., Numeracy and literacy skills

E

D

✓

✓

✓

Role Profile

Key Responsibilities - 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
Writing short reports to support the processing of parking invoice appeals and appear as a witness before the adjudication service if required.	The ability to travel throughout Fife	✓	
Informing Police Scotland and Fife Councils (Safer Communities) of any relevant offences that can only be enforced by a Police Officer or relevant staff member from Fife Council.	Full valid driving licence	✓	
Downloading and transferring information between the handheld computer and the FCCT base electronically or any other relevant means of assisting with parking surveys and control as necessary.	A basic understanding of the regulations and legislation relating to parking enforcement	✓	
Performing regular checks on ticket issuing machines to ensure that coin, time, and printing functions are in order. Resetting and restocking ticket rolls, batteries as required, reporting all faults to your line manager.	Excellent inter-personal and communication skills (English)	✓	
Monitoring and reporting on parking control and infrastructure maintenance to ensure that parking signs and road markings are to a standard required by legislation for appropriate parking control measures.	Organisational, administrative skills and an attention to detail.	✓	
Setting up and removing signs / cones relative to temporary traffic orders. events and other forms of carpark management control. Opening and closing access gates or gates to car parks and checking infrastructure operation reporting any faults or incidents.	Knowledge of relevant technologies including but not limited to Microsoft Office applications, Adobe Suite, and online applications.		✓
Assisting members of the public as necessary, in a customer focused manner on matters relating to car parking and UK traffic legislation, as well as giving general assistance, advice on travel directions and the Scottish Outdoor Access Code.	Experience of undertaking first line maintenance or technical support.	✓	

Role Profile

Key Responsibilities - For this role, there is an expectation that all, or a combination, of the following will be undertaken:		E	D
Provide advice to land managers, communities, businesses, colleagues and partner organisations on recreation and access issues generally.	Geographical knowledge of Fife (Urban & Countryside)		✓
Undertake litter picking duties, emptying of bins and the maintenance of Public Toilet blocks as and when required.	An optimistic disposition with a realistic but firmly positive outlook in the pursuit of challenging objectives.	✓	
Work closely with partners such as to further develop the practice of responsible traffic & countryside management both within the FCCT and Fife more broadly.	A genuine collaborative approach to problem solving and the ability to be creative and self-less in the pursuit of organisational objectives.	✓	
Undertake cash reconciliation duties following FCCT procedures.			
Work within a team under the direct supervision of your line manager			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Role Profile

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:					
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
Regular travel to FCCT sites.		Driving License		✓	
		Flexible mindset.		✓	
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"/>		
Additional Information – the following information is available:		Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:			
The post is based at the Pitcairn Centre however flexibility is required due to the nature of the post.		<ul style="list-style-type: none"> • Conscientious and responsible • Focus on customers • Collaborative approach to work • Embrace Technology & Information • Results oriented 			