JOB DESCRIPTION - CITY DEVELOPMENT

IDENTIFICATION

Post Title:	Parking Attendant	Post Ref:	
Section:	Parking & Sustainable Transport Team	Grade:	5
Responsible to:	Senior Parking Attendant		
Responsible for:			

JOB PURPOSE

Responsible for enforcing on and off-street parking contraventions and driving prohibitions throughout the city in accordance with the relevant traffic regulations and all relevant enforcement legislation including the Road Traffic Act 1991 and Transport (Scotland) Act 2019. Contraventions will relate to decriminalised parking, and entry of non-compliant vehicles into the city's low emission zone and bus lanes.

PRINCIPAL WORKING CONTACTS

Senior Parking Attendant
Enforcement Operations Supervisor
Senior Enforcement Officer
Members of the Public

MAIN DUTIES

Undertake patrols on street and in car parks (off-street) throughout the city, including the football permit zone, either individually or working with colleagues. Patrols will be generally carried out on foot but with the use of a Council vehicle made available to support enforcement activity where practical.

Identify contraventions of Traffic Regulation Orders and relevant legislation, accurately recording observations of vehicles and issue Penalty Charge Notices when appropriate using enforcement equipment, including smart phone, radio, printer and body worn camera.

Using bespoke enforcement software, review and verify vehicle details captured by approved cameras for the purposes of low emission zone and bus lane enforcement.

Ensure that all enforcement work undertaken complies with relevant standards, codes of practice and management guidance and is in accordance with all statutory requirements.

Ensure that equipment issued, including smartphones and body worn cameras, is functional at all times and any faults are reported to a Senior Parking Attendant.

Maintain accurate records of enforcement activity for reporting purposes.

Ensure road markings and signs are of an adequate standard to ensure effective enforcement and to record and report any defects identified as appropriate.

Inspect parking meters prior to enforcement to ensure they are functional and report any faults to Senior Parking Attendant. Where required, support the Maintenance Technician and Senior Parking Attendant in resetting meters and undertaking first line maintenance.

Deal with members of the public and other bodies, including contractors etc, advising and guiding them on all regulations they should adhere to. This should be done politely, firmly and fairly, often in challenging situations, ensuring a consistent approach to enforcement is maintained across the team and throughout the city.

Wear the approved uniform at all times on duty and to maintain a smart appearance.

Operate on a rota system as allocated, covering seven days of the week.

Understand parking and low emission zone/bus lane legislation and be confident when advising members of the public in relation to enforcement enquiries. Support the Council in promoting new parking and enforcement initiatives and legislation, including pavement parking, parking over dropped kerbs, double parking and football permit zones.

Ensure a positive image of Dundee City Council is presented at all times.

Display a responsible role in relation to health and safety welfare and discipline at all times.

Where used, ensure that all council vehicles are operated in accordance with the defined code of practice for drivers and relevant legislation.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE: Parking Attendant

DEPARTMENT/SECTION: Roads and Transportation - Parking

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	3 National 5s, or equivalent and/or decriminalised parking enforcement work experience		Application Form Interview
RELEVANT WORK/OTHER EXPERIENCE	Proven experience of working face to face with the public	Experience of dealing with conflict situations	Application Form Interview
PARTICULAR SKILLS/ABILITIES	Confidence and ability to deal with members of the public in challenging situations Good verbal communication skills - have the ability to communicate clearly and tactfully when dealing with the public Good written communication skills - have the ability to write clearly and legibly when making manual records Attention to detail - be able to use smartphones to input, check and update information Basic numeracy skills	Good knowledge of local area/streets Experience of using Microsoft365 applications Digital skills and confidence to use enforcement software following training	Application Form Interview
PERSONAL QUALITIES	Flexible approach to working Ability to work alone and as part of a team		Application Form Interview
ANY ADDITIONAL JOB RELATED REQUIREMENTS	Work on a rota basis, which will include weekends, evenings and public holidays You must be physically fit and be prepared to walk 10-12 miles a day in all weathers on different terrains	Full current Driving Licence (Level 3)	Application Form Interview