

## **Parking Permit Service Manager**

### **Disabled Drivers Association of Ireland**

Location: Ballindine, Co. Mayo

Contract: Full-time (36 hours per week)

Salary: €45,000 – €55,000 (DOE)

Disabled Drivers Association of Ireland (DDAI) is committed to promoting, maintaining, and strengthening a diverse and inclusive working environment.

DDAI is a designated statutory authority responsible for the issuing of Disabled Parking Permits in Ireland. The Parking Permit Scheme plays a vital role in supporting the independence, mobility, and dignity of motorists with disabilities nationwide.

Reporting to the Chief Executive, the Parking Permit Service Manager will lead the operational delivery and strategic development of this essential national service.

#### **Key Responsibilities:**

- Day-to-day operational management of the Parking Permit Scheme
- Ensure permits are processed in line with legislation and national guidelines
- Lead and support permit administration staff
- Liaise with the Department of Transport, An Garda Síochána, and enforcement agencies
- Manage escalated complaints professionally
- Ensure safeguarding policies are fully adhered to
- Support HR-related functions including scheduling and staff communication
- Maintain supplier and stakeholder relationships

#### **Essential Requirements:**

- QQI Level 7 or 8 qualification or higher
- Minimum three years' supervisory or management experience
- Strong IT, administrative, and communication skills
- Ability to work independently and as part of a team

**Desirable:**

- Experience in disability, not-for-profit and/or public service sector
- Complaint handling experience
- Irish language skills

**Remuneration & Benefits:**

- Competitive salary
- 25 days annual leave
- Pension scheme
- Employee Assistance Programme
- Training and development opportunities

**Additional Information:**

- Garda Vetting required
- Probationary period applies

**Application Process**

Applicants should submit a curriculum vitae and a cover letter outlining their suitability for the role to ***hr@ddai.ie***.

The closing date for applications is **5pm on Thursday 23rd February 2026.**

Following a shortlisting process, in person interviews will take place on Friday 6<sup>th</sup> March 2026.

***DDAI is committed to equal opportunity under the Employment Equality Acts.***

***Please note canvassing will disqualify.***