



South Tyneside Council

ECONOMIC REGENERATION

PERSON SPECIFICATION

POST TITLE: Civil Enforcement Officer

GRADE: South Tyneside Living Wage

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Educational Attainment	<ul style="list-style-type: none"> Educated to GCSE standard (or equivalent) in Maths and English language Willingness to learn, undertake and pass covering parking enforcement up to national qualification 	<ul style="list-style-type: none"> City & Guilds Level II enforcement or NVQ 	<ul style="list-style-type: none"> Application form Certificates Interview
Work Experience	<ul style="list-style-type: none"> Experience of dealing with members of the public, especially in respect of contentious issues Experience of lone working/working on own initiative 	<ul style="list-style-type: none"> Experience of working with members of the public Experience of enforcement duties 	<ul style="list-style-type: none"> Application form Interview References Written Test /Presentation
Knowledge/ Skills/ Aptitudes	<ul style="list-style-type: none"> Proven written communication skills Good observation skills Excellent timekeeping skills Excellent literacy and numeracy skills Excellent interpersonal skills 	<ul style="list-style-type: none"> Knowledge of parking enforcement legislation Knowledge of the local area 	<ul style="list-style-type: none"> Interview References Written Test /Presentation
Disposition	<ul style="list-style-type: none"> Able to remain calm and confident, and respond logically and decisively, in difficult situations Personable and approachable, but firm when necessary Able to work in a team and develop effective and supportive relationships with colleagues and be considerate towards them to help build a sense of team spirit Self motivated 		<ul style="list-style-type: none"> Interview References

	<ul style="list-style-type: none"> • Flexible approach to work • Committed to the principles of equality and diversity 		
Circumstances	<ul style="list-style-type: none"> • Able and willingness to work on a shift system • Able and willingness to work in all weathers • Required to wear uniform • Physically able to meet the demands of the post • Full current driving licence and ability to use Council provided vehicles • Enhanced clearance from the Disclosure and Barring Service 		<ul style="list-style-type: none"> • Interview • DBS Check