



South Tyneside Council

REGENERATION AND ENVIRONMENT

PERSON SPECIFICATION

POST TITLE: Civil Enforcement Officer

GRADE: Band 3

	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