**Person Specification**

**Job title: Civil Enforcement Officer**

**Note to applicant - You should pay particular attention to the essential criteria below and provide evidence of how you consider you meet them as part of your application. Failure to do so may mean that you will not be shortlisted.**

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| **Essential Criteria** | **Method of Assessment** |
| **Experience** | 1. Ability to develop knowledge and experience of:
2. Civil Parking Enforcement legislation and associated processes.
 | Application Form/Interview |
|  2. Ability to obtain:1. Wamitab for Civil Enforcement Officers (Parking) or equivalent.
 | Application Form/Interview |
| **Skills, Knowledge, Ability (including ability** **to develop knowledge,** **skill or experience)** | 1. Be able to communicate effectively verbally, in person or over the telephone, and in writing to share and obtain information.
 | Application Form/Interview |
| 1. Be able to provide excellent customer service by being able to deliver high quality tailored services to meet needs and exceed expectations.
 | Application Form/Interview |
| 1. Able to work effectively within a busy team environment, or independently, be respectful and support colleagues.
 | Application Form/Interview |
| 1. Listens to others to assess requirements in order to respond appropriately and efficiently.
 | Application Form/Interview |
|  | 1. Able to effectively use an electronic device to prepare documents, record information or input data**.**
 | Application Form/Interview |
|  | 1. Be able to remain composed, think clearly and objectively in challenging situations and remain calm in the face of adversity.
 | Application Form/Interview |
|  | 1. Able to pay attention to detail, and work with well established, as well as changing processes.
 | Application Form |
|  | 1. Able to balance working with rules or procedures with a pragmatic approach to delivery.
 | Application Form/Interview |
|  | 1. Not easily offended, and able to deal with criticism.
 | Application Form/Interview |
|  | 1. Be socially confident when meeting new people, and able to persuade, negotiate and influence effectively.
 | Application Form/Interview |
| **Work Related Circumstances/****Values of the Council** | Commitment to Equal Opportunities | Application Form/Interview |
| Compliance with health and safety rules, regulations, and legislation | Application Form/interview |
| Ability to meet the travel requirements of the role | Application Form |