

Person Specification

Regulatory Enforcement Officer

Part A

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential

- Demonstrable ability to carry out enforcement and regulatory duties
- Experience of dealing with the public in a customer service and regulatory environment
- Demonstrable experience in dealing with difficult situations and problem solving skills
- Good literacy and numeracy skills
- Computer literate
- Able to deal with emergency situations and conflicts in a professional manner and respond accordingly
- Suitability to work with client group

Desirable

- Knowledge of Fixed Penalty Notices/local authority regulatory enforcement
- Knowledge of Newcastle and it's local environmental issues
- Working knowledge of security issues

Part B

The following criteria will be further explored at the interview stage:

- Ability to carry out enforcement/regulatory activity
- Ability to work to work in a team and to tight deadlines
- Literacy and communication skills
- Motivational skills and ability to solve problems.

Additional Requirements

Standard Disclosure and Barring Service clearance

Full driving licence

Able to walk/stand for long periods

Able to work flexible hours (evenings and weekends) or as part of a shift pattern.

DBS Clearance