

Person Specification – Parking Clerk

Part A

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

Essential

- Work in a fast-paced environment processing large volumes of information at a high level of accuracy and maintaining confidentiality.
- Skilled in the use of IT and in particular Microsoft Office applications, particularly Word and Excel.
- Good analytical skills to assess and interpret complex information from a variety of sources.
- Effective written and verbal communications skills.
- The ability to converse at ease with members of the public during telephone queries and provide advice in clear spoken English.
- Able to prioritise workload to meet strict deadlines.
- Able to handle difficult and challenging enquiries and circumstances in a professional manner.
- Committed to high standards of customer service.
- Able to work accurately with figures.
- Able to work on own initiative and as part of a team.

Desirable

- The ability to accurately process or investigate payments through a variety of channels.
- Operate information technology systems, office machines and equipment as may be required to fulfil duties
- Experience of working on bespoke software systems.
- Knowledge of Local Government financial systems.
- A good working knowledge of Parking Regulations and legislation.

Part B

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

- Ability in interpreting and applying corporate policy and legislation in a logical and reasoned manner;
- Ability to communicate clearly and effectively in writing and by telephone. There is no face-to-face communication with customers;
- Experience and approach in managing workload to meet a deadline;
- Experience and competence of using Microsoft Office software systems and bespoke software systems;
- Experience and approach in dealing with challenging customer queries and behaviour in a professional manner;
- Experience of working within a team-based setting;

- Ability to work across a variety of tasks.

Person Specification

Guidance Notes

- Part A of the person specification should list the essential criteria, and any desirable criteria if appropriate, which are needed to carry out the job. The criteria should include any qualifications, experience or skills that are essential to do the job, as well as criteria which would be beneficial (desirable) but would not stop a person from being short-listed, (desirable criteria can usually be acquired once the person has commenced work with us).
- Part A of the person specification should focus on criteria which will be assessed at the application stage. For example, it is easier to assess if an applicant has a relevant qualification rather than their verbal communication skills which would be assessed within the interview stage.
- Part B of the person specification should focus on those criteria which will be further assessed at the interview stage.
- Criteria should be described in terms of what you want the person to demonstrate and how this may be evidenced. This ensures we do not put unnecessary barriers in the way of applicants from diverse backgrounds and age ranges, who may not have come from a traditional public sector background.
- Criteria must not be discriminatory and managers need to be careful not to put too much emphasis on formal qualifications or lengths of experience which cannot be justified, as other evidence of ability may be just as relevant. If you can't justify the inclusion of a criteria don't use it as a selection criteria.
 - Be particularly careful when applying general qualifications as this will be difficult to justify e.g. 5 GCSE's, degree level.
 - Describe experience in terms of quality, level and type rather than the length. For example, asking for 5 years' experience could be age discriminatory if you can't justify why it is essential.
 - Do not use age as a condition or indicator of experience or maturity.
 - Avoid unjustifiable physical requirements which could exclude people with a disability.
- If there are any additional work related criteria related to the job these should also be included at Part B Additional Requirements, for example, no adverse criminal record, able to work weekends or evenings etc.