

## **Person Specification**

### **Customer Response and Enforcement Officer**

#### **Part A**

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

##### **Essential**

- Experience of dealing effectively with members of the public
- Experience of dealing with difficult situations in a calm and professional manner
- Ability to work alone or as part of a team
- Good communication skills both written and verbal
- Experience of responding to complaints
- Ability to keep accurate records and documents in line with Data Protection Requirements
- Ability to work proactively with external and internal partners
- Confident in using ICT packages

##### **Desirable**

- Knowledge of parking procedures
- Understanding of dealing with anti-social behaviour
- Basic knowledge of other enforcement duties including litter, refuse and flyposting
- Previous experience of enforcement/parking operations and CCTV operations

#### **Part B**

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

- Essential criteria outlined in Part A
- Commitment to Equalities

##### **Additional Requirements**

- Ability to walk up to 10 miles per day, exposed to weather
- To undertake training to attain a valid SIA CCTV & Door Supervisor licence
- DBS check
- Evidence of a clean valid driving licence
- Ability to work a shift pattern that includes weekends and bank holidays