**Person Specification**

**Job title: Fleet Compliance 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.**

**Each listed requirement will state how it will be assessed e.g. application form, interview, online assessment, work-based test and certificate.**

| **Essential Criteria** | | **Method of Assessment** |
| --- | --- | --- |
| **Qualifications /**  **Professional Registration/**  **Membership** | * Must have a transport management CPC | Application form / interview |
| **Experience** | * Experience of working in a fleet and transportation service area. | Application form / interview |
| **Skills, Knowledge, Ability (including ability**  **to develop knowledge,**  **skill or experience)** | * Able to extract relevant information from written sources and make objective judgements on the basis of that information. (Reports, correspondence, instructions and research information). | Application form / interview |
| * Be able to communicate effectively verbally, in person or over the telephone, and in writing to share and obtain information. | Application form / interview |
| * Be able to provide excellent customer service by being able to delight customers and deliver high quality tailored services to meet needs and exceed expectations. | Application form / interview |
| * Be able to adapt behaviour to suit the situation or customer. | Application form / interview |
| * Able to effectively use a PC to prepare documents, record information or input data**.** | Application form / interview |
| * Knowledge of transport management in a complex organisation and able to provide technical advice to internal and external customers. | Application form / interview |
| * Able to use and understand numerical information in a variety of formats. | Application form / interview |
| * Able to work at a fast pace and cope well with a higher level of workload. | Application form / interview |
| * Able to make decisions, reach conclusions and take action., including working effectively without immediate supervision | Application form / interview |
| * Be innovative and creative and able to problem solve. | Application form / interview |
| * Able to persuade, negotiate and influence effectively. | Application form / interview |
| * Able to establish direction, influence others towards shared goals and empower, inspire and motivate individuals. | Application form / interview |
| * Able to pay attention to detail. | Application form / interview |
| * Able to see tasks through to completion, ensuring they are completed on time or to deadlines and to a high degree of accuracy | Application form / interview |
| * Not easily offended, and able to deal with criticism. | Application form / interview |
| * To demonstrate the Council’s values. | 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 comply with the Councils values of: * We innovate * We enable * We respect. | Application form / interview |