

PERSON SPECIFICATION

Transport Compliance & Payments Coordinator

All the criteria below, both essential and desirable, will be assessed via your application form; further methods will be used to support this in the interview/selection stage should your application progress. Please refer to this document and the job description when completing your application, giving examples. A re-wording of the criteria listed will not guarantee an interview.

Method of Assessment: S - Scenario, I - Interview, P - Portfolio, T - Test, D – Documents

Qualifications and training

Method of Assessment – D, I

Essential:

- Educated to degree level or equivalent experience in a relevant discipline (e.g. transport, business, finance, or public administration)
- Evidence of continuing professional development relevant to contract management, finance, or compliance
- Sound understanding of financial procedures and audit principles within a local authority or similar setting

Desirable:

- Professional qualification or working towards qualification in finance, procurement or contract management (e.g. AAT, CIPS, CILT)
- Management or leadership qualification (e.g. ILM or equivalent)

Experience and knowledge

Method of Assessment – I, P

Essential:

- Significant experience of managing or overseeing contract compliance, performance monitoring, or supplier relationships.



- Experience of financial processes including invoice validation, auditing, or budget monitoring.
- Experience of identifying and resolving complex issues across multiple stakeholders.
- Experience of analysing data and trends to inform decision-making and performance management.
- Experience of working within a regulated or procedural environment (e.g. local government, transport, public sector contracts).

Desirable:

- Experience within transport sector, local authority transport, or commissioned services.
- Experience of managing or supervising staff.
- Experience of developing or implementing performance frameworks or KPIs.
- Experience of leading service improvement or efficiency initiatives.

Specialist skills and abilities

Method of Assessment – I

Essential:

- Strong analytical skills with the ability to interpret complex financial and operational data.
- Ability to identify systemic issues and implement corrective actions at a strategic level.
- Ability to challenge external providers constructively and professionally, including issuing formal warnings or escalation actions.
- Strong understanding of contract compliance, governance, and risk management principles.
- High level of IT literacy, particularly in data analysis (e.g. Excel, systems, reporting tools).
- Ability to develop and implement processes, controls, and audit frameworks.

Desirable:

- Advanced data analysis or reporting capability.
- Knowledge of transport legislation, contract frameworks, or commissioning practices.



Personal skills and attributes

Method of Assessment – I

Essential:

- Strong leadership and supervisory skills with the ability to manage performance and support staff development.
- Excellent communication and interpersonal skills, with the ability to influence and engage both internal teams and external operators.
- Ability to work independently and take ownership of complex areas of responsibility.
- Highly organised with the ability to manage competing priorities and deadlines.
- Professional resilience and confidence to manage challenging conversations with contractors and stakeholders.

Desirable:

- Experience of chairing meetings with external providers or stakeholders.
- Ability to operate confidently at a senior officer level within the organisation.

Decision making impact and innovation

Method of Assessment – I

Essential:

- Ability to make informed decisions that have significant financial and operational impact on service delivery.
- Experience of identifying risks and implementing proportionate mitigation or corrective actions.
- Ability to develop new approaches, systems, or processes to improve service efficiency and value for money.
- Demonstrable experience of using evidence and data to drive service improvements.

Desirable:

- Experience of contributing to strategic planning, procurement or commissioning decisions.
- Experience of influencing service design or contract specifications.



Special working conditions

Method of Assessment – I

Essential:

- Ability to work from home on a regular basis, with the requirement to attend your primary work base as and when required.
- During a Pandemic, Epidemic or Major Incident or Emergency you may be asked to work from home or other location and on occasion to undertake duties that are not stated in your Job Description or Person Specification where there is a skill, competency, and experience match

Desirable:

- Flexibility to attend occasional evening meetings with operators or stakeholders

