PERSON SPECIFICATION

Civil Enforcement Officer (P12044/P12240)

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

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Qualifications and training

Method of Assessment – D, I

Essential:

- GCSEs* at Grade C or above including mathematics and English or other equivalent qualifications and/or experience relevant to the role

Desirable:

- City and Guilds Level 2 Certificate for Parking Enforcement.
- Any other evidence of educational achievements relevant to parking regulation and/or environmental quality.

***The New GCSE Grading System**

- Grades 7-9 are equivalent to the old grades A and A*.
- The bottom of grade 7 aligns with the bottom of grade A.
- Grades 4-6 are equivalent to the old grades B and C.
- The bottom of grade 4 aligns with the bottom of grade C

Experience and knowledge

Method of Assessment – D, I

Desirable:

- Evidence of relevant parking or environmental enforcement training awareness or other experience.

- Experience in an administrative, technical or operational role relevant to environmental quality and parking regulation or any other enforcement organisation.

Specialist skills and abilities

Method of Assessment – D, I

Essential:

- Previous experience in dealing with the public**.**

Desirable:

- Successful delivery of operational project plans and performance targets in a number of functional areas.
- Experience in dealing with situations of potential conflict.
- Knowledge and understanding of legislation and regulations relating to Civil Parking Enforcement and /or Environmental Crime.
- Knowledge and understanding of the application of information technology to Civil Parking Enforcement issues.
- Knowledge and experience in mechanical or electronic equipment inspection, repair and maintenance.
- Experience in supporting successful change programmes.

Personal skills and attributes

Method of Assessment – D, I

Essential:

- Good written and oral communication and interpersonal skills.
- Ability to communicate and work tactfully and productively with colleagues, customers, local businesses and external agencies**.**
- Ability to work alone yet complement team working and make significant contributions to team development, and to work effectively in multi-disciplinary teams.
- Customer Service – Ability to engage with service clients in order to identify needs and expectations. Ability to communicate well with a wide range of key client groups.

Desirable:

- Ability to utilise a variety of ICT.
- Ability to support individuals and teams.

Decision making impact and innovation

Method of Assessment – D, I

Essential:

- Handling pressure and dealing with complexity – Ability to manage a clearly defined workload in a calm, reflective, timely, authoritative and professional manner and make decisions based on credible information

Desirable:

- Problem Resolution: Ability to resolve problems/enquiries to achieve successful outcomes with or without supervision.
- Planning, organisation and delivery – Ability to deliver in accordance with defined project plans which are closely and regularly reviewed by line/project managers.

Fluency Duty

Essential:

- Ability to use and communicate the English language to explain legal and all other aspects of parking requirements/legislation in a clear and precise manner.

Please note: This role is subject to the Fluency Duty under the Immigration Act 2016. This criteria applies in accordance with the statutory Fluency Duty for public facing roles.

Special working conditions

Method of Assessment – D, I

Essential:

- Ability to carry out foot patrols in all weathers.
- Ability to travel around the County utilising council vehicles or an alternative satisfactory means of transportation.

- 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:

- A full clean driving licence.