

PERSON SPECIFICATION

T301 Civil Enforcement Officer/ Technician

Specification Type	Additional/changed requirements	E/D	Measure
Knowledge	Good knowledge of electronic/ digital enforcement equipment/ devices and enforcement related software packages	D	1 & 3
Knowledge	Knowledge of Pay and Display machines	D	1 & 3
Knowledge	Excellent knowledge of Civil Parking Enforcement, the statutory requirements and legal obligations under the Traffic Management Act 2004	E	1 & 3
Knowledge	Good knowledge of the Traffic Management Act 2004	E	1 & 3
Knowledge	Local knowledge of various town centres throughout the borough.	D	1, 3
Knowledge	Motor vehicles identification.	E	1, 3
Attainments/ Qualifications	Full driving license.	E	1, 3
Attainments/ Qualifications	Civil Enforcement Officer training to City and Guilds, NVQ or equivalent experience or obtained within the first six months	E	1, 3
Attainments/ Qualifications	•Conflict management training to City and Guilds, NVQ or equivalent experience	E	1, 3
Experience	Public relations and working with the public.	E	1,3
Experience	Record keeping/ pocketbook evidence	E	1,3
Experience	Working in a parking enforcement capacity in the parking services environment preferably working with pay and display.	E	1, 3
Personal Skills	Numerical and literacy skills with the ability to work methodically.	E	1, 3

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Personal Skills	The ability to work as part of a team.	E	1, 3
Personal Skills	Good visual and observation skills.	E	1, 3
Personal Skills	Good understanding of Customer Care and the ability to communicate with people and deal with awkward/difficult and aggressive customers in a professional manner.	E	1, 3
Personal Skills	The ability to embrace technology.	E	1, 3
Personal Skills	Understanding of Health & Safety at work including lone working.	E	1, 3
Personal Skills	The ability to develop a positive team working relationship	E	3
Personal Skills	Relative IT skills relating to bespoke web-based software for downloading case evidence, pay and display performance monitoring and Microsoft Office suite	E	1, 3
Special Requirements	Physically able to undertake the duties of the post	E	1,3,4
Special Requirements	Able to walk long distances and flights of stairs where required.	E	1,3
Car Allowance	Not applicable, car provided.		

Measure:

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]

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