

## Person Specification

<b>JOB TITLE:</b>	Civil Enforcement Officer	<b>POST NO:</b>	
<b>SCALE:</b>	SCP 22 - 26	<b>DEPARTMENT:</b>	Safer Communities
<b>DIVISION:</b>	Place and Economy	<b>DIRECTOR:</b>	Rob Hill
<b>DATE:</b>	February 2020	<b>COMPLETED BY:</b>	Adam Payton

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Candidates must demonstrate an understanding of Good Customer Care (A,I)</li> <li>• TMA 2004 practical knowledge relating to the act , full understanding of the offence codes and where they would be applicable (A,I)</li> <li>• Ability to explain what each offence code relates to in respect of local traffic management. (A,I)</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of the Traffic Management Act 2004 (A,I)</li> </ul>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>• Ability to work in all weather conditions for long periods (A,I)</li> <li>• Physical ability to work for up to eight hours on patrol</li> <li>• Good verbal and written communication (A,I)</li> <li>• Ability to perform administrative functions (A,I)</li> <li>• Ability to deal with people face to face, in meetings and on the telephone (A,I)</li> <li>• Ability to take a systematic approach to prioritise tasks, (A,I)</li> <li>• Ability to input data to a mobile device (A,I)</li> <li>• To work as part of a team or alone (A,I)</li> <li>• Ability to withstand pressure from irate members of the general public and to demonstrate tact under such circumstances (A,I)</li> <li>• A high level of self-motivation (A,I)</li> <li>• Good interpersonal skills. (A,I)</li> <li>• Physically fit to undertake foot patrol in all weathers. (A,I)</li> <li>• Fit and able to ride a bicycle to get to patrol</li> </ul>	

	areas	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of dealing with the general public (A,I)</li> <li>• Experience of working in a team environment (A,I)</li> <li>• Previous experience of patrol/parking enforcement work (A,I)</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of patrol/parking enforcement work (A,I)</li> <li>• Experience of data input to a computer</li> </ul>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Capable of achieving Traffic Management Act competency certificate.</li> <li>• GCSE's or equivalent at grade C or above in Maths and English (A,I)</li> </ul>	<ul style="list-style-type: none"> <li>• Working knowledge of Computer Applications, i.e. Microsoft Office</li> <li>•</li> </ul>
<b>PERSONAL CIRCUMSTANCES</b>	<ul style="list-style-type: none"> <li>• A willingness and ability to undertake shift work covering evenings, weekends and Bank Holidays (A,I)</li> <li>• Willingness to wear and ability to maintain a uniform supplied by the Council. Wear Body Cam equipment as required. (A,I)</li> <li>• Willingness and ability to ride a bicycle.</li> <li>• Current clean, full motor car driving licence (A,I)</li> <li>• An ability to work outside of normal rostered, working hours when required (A,I)</li> </ul>	
<b>EQUALITY</b>	<ul style="list-style-type: none"> <li>• Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities (A,I)</li> </ul>	
<b>CUSTOMER CARE</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of effective customer care (A,I)</li> </ul>	

*[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (A) Application / (I) Interview, (P) Presentation, (W) Written Test. Add any other codes used here.]*