

## Person Specification

**JOB TITLE:** City Centre Enforcement Officer      **POST NO:** TBC  
**SCALE:** Grade 7      **DEPARTMENT:** Safer Communities  
**DIVISION:** Safer and Stronger Communities      **Asst DIRECTOR:**  
**DATE:** February 2023      **COMPLETED BY:** Clair George

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<p>Candidates must demonstrate an understanding of Good Customer Care (A,I)</p> <p>Knowledge and understanding of the Environmental Protection Act 1990 and the Anti-Social Behaviour Crime and Policing Act 2014. (A,I)</p> <p>Ability to explain what each offence code relates to in respect of local enforcement.</p>	
<b>SKILLS &amp; ABILITIES</b>	<p>Ability to work in all weather conditions for long periods (A,I)</p> <p>Physical ability to work for up to eight hours on patrol</p> <p>Good verbal and written communication (A,I).</p> <p>Ability to perform administrative functions (A,I)</p> <p>Ability to deal with people face to face, in meetings and on the telephone (A,I)</p> <p>Ability to input data to a mobile device (A,I)</p> <p>To work as part of a team or alone (A,I)</p> <p>Ability to withstand pressure from irate members of the general public and to demonstrate tact under such circumstances (A,I)</p> <p>Ability to take a systematic approach to prioritise tasks, (A,I)</p> <p>A high level of self-motivation (A,I)</p> <p>Good interpersonal skills. (A,I)</p> <p>Physically fit to undertake foot patrol in all weathers. (A,I)</p>	

<b>EXPERIENCE</b>	<p>Experience of dealing with the public (A,I)</p> <p>Experience of working in a team environment (A,I)</p> <p>Previous experience of patrol enforcement work (A,I)</p>	Experience of data input to a computer
<b>QUALIFICATIONS</b>	Qualification GCSE (A- C) or 1-2 years' experience in an enforcement or similar role	Working knowledge of Computer Applications, i.e. Microsoft Office
<b>PERSONAL CIRCUMSTANCES</b>	<p>A willingness and ability to undertake shift work covering evenings, weekends and Bank Holidays (A,I)</p> <p>Willingness to wear and ability to maintain a uniform supplied by the Council. Wear Body Cam equipment as required. (A,I)</p> <p>An ability to work outside of normal rostered, working hours when required (A,I)</p>	<p>Current clean, full motor car driving licence (A,I)</p> <p>Willingness and ability to ride a bicycle</p>
<b>EQUALITY</b>	Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities (A,I)	
<b>CUSTOMER CARE</b>	Knowledge and understanding of effective customer care (A,I)	

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