

Tunbridge Wells Borough Council
Person Specification



POST TITLE: Civil Enforcement / Parking Enforcement Officer
GRADE: C
SERVICE: Parking Service

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
EXPERIENCE	Successful experience within a customer service-related environment.		Application form; Assessment Centre; Interview
QUALIFICATIONS/ TRAINING	Educated to GCSE level or equivalent including English. During the probationary period you will receive training to undertake this role after which you will be required to pass a test to enable you to carry out the job.		Application form
KNOWLEDGE		Knowledge of parking legislation and associated parking policies	Application form; Assessment Centre; Interview
PRACTICAL & INTELLECTUAL SKILLS	Ability to work accurately and maintain clear records as required. Able to organise, prioritise and maintain your own workload and show a high level of initiative. Ability to remain calm and communicate clearly under pressure. Able to recognise potential conflict when dealing with customers. Able to work independently but can also work well in a team. Able to effectively communicate with members of the public, work		Application form; Assessment Centre; Interview

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
	<p>colleagues or any other council employees.</p> <p>Ability to present yourself in a professional manner at all times.</p>		
DISPOSITION/ ATTITUDE	<p>Self motivated with good interpersonal skills.</p> <p>Polite, diplomatic, helpful and confident.</p>		<p>Application form; Assessment Day, Interview</p>
SPECIAL REQUIREMENTS	<p>Full driving licence.</p> <p>Must be able to work on a rota based system including some weekends and bank holidays.</p> <p>Able to walk several miles a day in all weathers.</p> <p>Willingness to maintain a fitness level in line with the duties of the job.</p> <p>Must wear a uniform as provided whilst on duty.</p> <p>This post is subject to a satisfactory standard DBS check</p>		<p>Application form; Interview</p>