Person specification
Appeals & Admin Team Leader
Band 5

Criteria	Attributes	Method of assessment
Knowledge	**Essential** • Knowledge of RTRA (1984). • Knowledge of TMA (2004). • Knowledge of Traffic Regulations Orders. • Knowledge of Enforcement Legislation. • Knowledge of Notice Processing principles. **Desirable** • Background in customer correspondence or complaints handling. • General office administration.	Interview, application and documentary evidence
Experience	**Essential** • Able to demonstrate good administrative and written skills. • Able to lead a small team. **Desirable** • Previous experience in leading a small team in a similar parking appeals processing role, or in local authority complaints resolution. • Excellent communication skills, both written and oral.	Application and interview
Skills and abilities	**Essential** • Ability to evaluate and assess complex written information, prepare and write accurate customer responses. • Computer skills, word processing, inputting and retrieving data, email and apps.	Application, interview and test

	• Knowledge of financial reporting and ability to produce financial reports and analysis. • Knowledge of purchase ledger principles. • Good report writing skills. • Good organisational and administrative skills. • Good customer care skills. • Ability to deal with enquiries/complaints. • Good conflict resolution skills. • Ability to prioritise workloads and meet deadlines. • To demonstrate good administrative and project planning skills. • Able to demonstrate decision making skills. • Demonstrate ability to communicate effectively with team members, managers and the general public, and manage staff. • Ability to manipulate and analyse statistical information.	
Other	**Essential** • Able to travel between different operational hubs.	

Date: November 2026