

Person Specification **Civil Enforcement Officer** **Band 4**

Criteria	Attributes	Method of assessment
Knowledge	Essential Experience of working in a customer facing environment and working with customers in potentially confrontational situations Desirable Previous experience in a similar enforcement role	Interview/application/documentary evidence
Experience	Essential Relevant health and safety knowledge for working on the highway Desirable Knowledge of RTRA (1984), TMA (2004), Local Parking Orders, Enforcement Legislation	Application/interview
Skills and abilities	Essential • Ability to record accurate information, write reports, take good quality photographic evidence. • Computer skills, word processing, inputting and retrieving data, email and apps • Good organisational skills • Good customer care skills • Ability to deal with enquiries/complaints • Good conflict resolution skills • Excellent communication skills written and oral in diverse environments	Application/interview
Qualifications (if essential)		
Other	Will be required to wear a uniform Will be required to travel around the controlled parking areas on foot and by vehicle Will be required to work outside normal office hours	

	Will be required to patrol in busy parking and highway environments Will be required to work outside in all weather conditions	
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Date: August 2023