

Person Specification

Job Title	Appeals and Representation Officer
Grade	SC5-SOI
Service/Section	Parking
Directorate	Transport

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
Experience in customer correspondence or complaint handling and general office administration.	E
Knowledge of the Traffic Management Act (TMA) 2004, Local Parking Orders, Enforcement Legislation, and notice processing principles.	D
Skills and Abilities	
Ability to evaluate and assess complex written information.	E
Proficiency in word processing, data input, email, and apps.	E
Excellent customer care skills and conflict resolution abilities.	E
Excellent written and oral communication skills in diverse environments.	E
Experience	
Demonstrated good administrative and written skills.	E
Previous experience in a similar parking notice processing role	D
Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E