

## Person Specification

<b>Job Title</b>	Senior Parking Officer
<b>Grade</b>	SO2
<b>Service/Section</b>	Parking Services
<b>Directorate</b>	Transport

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

Criteria	Essential/ Desirable
<b>Knowledge</b>	
Knowledge of the penalty issue and recovery process laid down in legislation.	E
Experience in customer services and general office administration.	E
Knowledge of the Traffic Management Act (TMA) 2004, Local Parking Orders, Enforcement Legislation, and notice processing principles.	D
Detailed working knowledge of parking and traffic contraventions, road signing and markings, Traffic Management Orders relating to parking controls.	D
Experience of constructing and presenting persuasive cases in writing and in person.	D
Experience of organising a heavy workload, working and managing/supervising a team (where applicable), particularly within a Parking Services or related area	D
<b>Skills and Abilities</b>	
Ability to organise and prioritise own workload, along with the ability to train staff and supervise.	D
Ability to communicate effectively at different levels and with the public, in person/ by telephone and in writing	E
Strong resolution and investigation skills to be able to resolve complaints, enquiries and in writing/phone.	D
Ability to handle/ interpret figures and statistical data and produce simple reports	E
Ability to evaluate and assess complex written information.	E
Proficiency in word processing, data input, email, and apps.	E

<b>Experience</b>	
Significant experience of working in an office environment maintaining computerised records within a database	E
Experience of dealing with customers over the telephone or in person and strong conflict management skills	D
<b>Equal Opportunities</b>	
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