

EMPLOYEE SPECIFICATION

JOB TITLE: Parking and CCTV Operations Officer

POST REF

Temporary **Yes** Permanent Part Time Full Time **Yes** Hours of Work: 37 hrs per week

	Essential	Desirable	How Measured During Recruitment & Selection Progress
Experience	Extensive experience and evidence in management and supervisory work Track record of managing a team of people to deliver defined outcomes Experienced in and track record of application of management processes (disciplinary, grievance, attendance at work etc) Sound practical experience of providing customer friendly services Proven ability to deal with difficult situations	Experience of working in a local government environment Experience in dealing with difficult customers Experience in managing successful operational change Management of operational teams Working knowledge of Civil Parking Enforcement (CPE)	Application form Interview References Practical
Education/Training Qualifications	A good level of education including GCSEs – at least four including in English and Maths A track record of training including continual improvement and management training.	Management qualification e.g. CMS, DMS Evidence of managerial development Higher level qualification in subject relevant to the post (HND / Degree etc).	Application form Certificates
Special Knowledge	Sound knowledge of Council policy and procedures Managing and motivating teams Experience of presenting evidence at disciplinary hearings	Data Protection Act 1998 Knowledge of Health and Safety legislation	Application form Interview References Practical
Skills	Leadership, supervisory and management skills – inspiring team members and maximising potential Service Planning and project management – driving change and seeking efficiency Good communication and interpersonal skills, working collaboratively and persuasive skills Analytical skills and decision making	Ability to lead and motivate front line staff who often work in confrontational situations	Application form Interview References Practical

	Customer focus and customer care skills Organisational skills Sound IT skills		
Personal Qualities	Organised accurate and timely Pleasant, dynamic and enthusiastic manner Team player and motivator Presentable and punctual Self-motivated Able to lead, inspire and be flexible Able to speak concisely and confidently in both formal and informal settings		Application form Interview References
Working Arrangements & Personal Availability	Full driving licence Flexibility over working hours, to meet peak workload demands		Interview
Physical	Ability to undertake all duties related to the post. Mainly office based but some site visits/meetings		Interview

Completed by: _____

Signature: _____

Date: _____