

Enforcement Officer

Person Specification		
Qualifications		
1	Willingness & ability to obtain &/or enhance qualifications &/or training for development in this post	Essential
2	Educated to GCSE standard or equivalent	Essential
3	Relevant enforcement or compliance training	Desirable
4	A relevant qualification or degree	Desirable
Relevant Experience		
All applicants must be able to demonstrate, by providing personal and specific examples on the application form or 2 years' experience in each of the areas listed below:		
5	Working in an operational environment	Essential
6	Experience of dealing with customers and complaints	Essential
7	Previous experience within an enforcement role	Desirable
8	Experience of working within a local authority or enforcement agency	Desirable
9	Experience of dealing with confrontation	Desirable
Knowledge & Skills		
All applicants must be able to demonstrate, by providing personal and specific examples on the application form of each of the following skills listed below:		
10	Able to communicate effectively across a range of formats	Essential
11	Confident in use of IT and administrative systems (including word and excel)	Essential
12	Able to understand and interpret complex information and requirements	Desirable
13	Ability to negotiate to ensure that outcomes are achieved	Desirable
Personal Characteristics		
14	Confident in dealing with challenging situations	Essential
15	Ability to be firm and fair	Essential
16	A tenacious approach to tackling problems	Essential
Physical Attributes		
17	Able to work independently and use own initiative in order to achieve outcomes	Essential
18	Must have car available for work and be able to meet the physical and travel/mobility requirements of the post (with or without reasonable adjustments)	Essential
19	Able to work outside of usual office hours in line with demands of the service	Essential
20	Ability to live and display the One Council Values and behaviours at work	Essential