

Designation:	Enforcement Officer
Grade:	Stroud 4
Responsible to:	Senior Enforcement Officer
Service Area:	Planning
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- 5 GCE's grade A-C including Mathematics and English
- 2 'A' Levels or equivalent

EXPERIENCE

- Experience of working in a busy office environment
- Experience with the use of MS Word and Outlook
- Experience of working in a regulatory environment

SKILLS & KNOWLEDGE

- Excellent written and verbal communication skills
- Skills in general office management

PERSONAL ATTRIBUTES

- The ability to handle stressful situations in a calm and polite manner
- Committed to excellent customer service

OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Access to a vehicle and ability to undertake site visits within the District

DESIRABLE CRITERIA

QUALIFICATIONS

- Qualifications in a planning related subject

EXPERIENCE

- Experience of Uniform and Idox document management systems
- Experience of planning related enforcement work

SKILLS & KNOWLEDGE

- Experience of dealing with difficult situations calmly and politely

CORE COMPETENCIES

1. **Effective Communication**

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant on your customer, using effective listening with the ability to persuade and influence where appropriate.

2. **Customer Service**

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, in line with policies.

3. **Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. **Innovating**

You will be able to seek better, more effective ways of delivering services.

5. **Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. **Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the council and its services.

You will be able to demonstrate how your work supports and meets the needs of the service.

7. **Conscientiousness**

You will be able to be conscientious in the work you do and demonstrate that you can work in an organised and orderly manner.

You will be able to demonstrate that you can be industrious in the way you work.