

Designation:	Parking Attendant (CEO)
Grade:	Stroud 2
Responsible to:	Civil Enforcement Supervisor
Service Area:	Community and Facilities
Post Number:	COM1032

ESSENTIAL CRITERIA

QUALIFICATIONS

- Good standard of Literacy and Numeracy

EXPERIENCE

- Experience of dealing with the public face-to-face.
- Experience of conflict management/dealing with aggressive behaviour.
- Experience of using IT including Microsoft Applications, especially Word.

SKILLS & KNOWLEDGE

- Basic numeracy skills.
- Good written and verbal communication skills.
- Assertiveness.
- Confidence and ability to communicate with people of all ages and backgrounds.
- Ability to remain calm in potentially stressful situations.
- Ability to work to procedures and to suggest improvements to those procedures.
- Ability to write reports and provide statements with assistance.
- Keen observation skills.

PERSONAL ATTRIBUTES

- Committed to providing excellent customer service.
- Ability to work with minimum supervision and as part of a team.
- Smart appearance – staff uniform will be provided.

OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Current full driving licence
- Please note there is a no-smoking policy

DESIRABLE CRITERIA

QUALIFICATIONS

- 5 GCSEs at grade 'C' and above including English and Maths or equivalent.
- HSE First Aid or equivalent.

EXPERIENCE

- Knowledge of Traffic Regulation Orders, Parking Legislation, Decriminalised Enforcement practice and procedure, and Clean Neighbourhoods & Environment Act 2005

SKILLS & KNOWLEDGE

- Knowledge of local authority service and facilities.
- Knowledge of the Stroud District and of local tourist attractions and places of interest.

PERSONAL ATTRIBUTES

- Lateral thinking to problem solving.

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 to 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 o understanding and meeting their needs, inline 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.