Criteria

|  |  |
| --- | --- |
| **Requirement** | **Criteria** |
| EXPERIENCE • Dealing with people face to face and over the phone. | Essential |
| QUALIFICATIONS & TRAINING • No formal educational qualification required but must be able to write brief reports and accurately record information relevant to a possible prosecution. | Essential |
| APTITUDES/ABILITIES • To communicate clearly verbally with members of the public. | Essential |
| KNOWLEDGE • Understanding the principles of: - Parking and Team Working. | Desirable |
| ATTITUDE/MOTIVATION • Commitment to deliver high standard of customer service. | Essential |
| OTHER FACTORS • Ability to carry out loan working and follow instructions. | Essential |
| Experience of parking. | Desirable |
| Ability to exercise judgement and make decisions – Essential | Essential |
| To maintain the highest standards of behaviour at all times - Essential | Essential |
| To have a General Awareness of Health and Safety- Desirable. | Desirable |
| To hold a Full Manual Driving Licence - Essential | Essential |
| Enhanced Criminal Records Disclosure - Essential | Essential |
| Flexible approach to working hours (to cover rota between 07:00 and 23:59) - Essential | Essential |