

# CASTLE POINT BOROUGH COUNCIL

## ENVIRONMENT DEPARTMENT

### PERSON SPECIFICATION

Post title: STREET SCENE ENFORCEMENT & EDUCATION OFFICER

Post Number: E&CS008 / E&CS009

	Essential Criteria	Desirable Criteria
<b>EXPERIENCE</b>		
Enforcement experience	*	
Knowledge of and experience in the enforcement of environmental legislation, such as the Environmental Protection Act 1990 etc..		*
Experience in awareness raising /educational activities	*	
Experience in dealing with members of the public in potentially confrontational situations.	*	
<b>SKILLS/ABILITIES</b>		
Competent in the use of microsoft office software and handheld technology.	*	
Good organisational skills and the ability to give close attention to detail	*	
Assertive with good interpersonal and negotiation skills.	*	
The ability to work independently and as part of a team.	*	
Good numeric and literacy skills and ability to produce accurate and professional reports.	*	
Pragmatic approach to problem solving and conflict resolution.	*	
A positive 'can do' attitude when dealing with a wide range of individuals and queries, ensuring excellent customer care.	*	
Ability to be sensitive to the political environment and able to deal with difficult customers and situations	*	

<b>QUALIFICATIONS</b>		
At least 5 GCSE grade A to C or equivalent (including English Language)	*	
<b>SPECIAL REQUIREMENTS</b>		
Need to be flexible in working hours as early mornings, evenings and weekend working will be required to meet the needs of the service	*	
Current full driving licence	*	