

Henley-on-Thames Town Council

Appointment of Parking Superintendant

PERSON SPECIFICATION			
	Competency	Essential	Desirable
1	Personal qualities	Approachable and cheerful disposition	Customer service experience
		Assertive – likes to get things done	Working with residents and visitors
		Aware of sensitive situations which may be challenged – professional enforcement	Awareness of customer rights and professional enforcement
		Methodical efficient work ethic	Evidence of planning work loads
		Physically fit	
2	Training and knowledge	Willingness to learn and undergo training – experience in a customer facing role	Previous experience in a customer facing role.
		Experience of staff management – and leading the team.	
3	Skills and experience	Good verbal communication skills	
		Able to work on own initiative or as part of a team	
		Keen sense of the environment/ working outdoors	
4	Other	Full clean current driving licence	
		Ability to work an optional weekend rota.	

February 2019