

# Henley-on-Thames Town Council

## Appointment of Parking Attendant

| 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.            |
|                      |                        |  |   |
| 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