Person Specification

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| Job title: | Taxi Enforcement Officer |
| Job Family/  Grade/Level: | Community Standards and Enforcement / CSE4A / Grade 6 |
| Summary of role: | Located within Neighbourhood, Regeneration and Sustainability Services, you will be responsible for ensuring that all licence holders and taxi operators comply with Glasgow City Council and Government legislation.  The key responsibilities of this role will be:   * Carrying out roadside inspections of vehicles * Dealing with complaints from members of the public * Auditing licensing records as required * Providing technical reports * Liaising with internal/external customers * Attend licensing committee as an expert witness as required * Work closely with Police Scotland and other external agencies on joint exercises during both day and nightshift. |

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| **Criteria** | **Essential** | **Desirable** | **Evidence** |
| **Education, qualifications & training** | Qualified Vehicle Engineering Mechanic  City and Guilds Certificate or equivalent.  A current driving licence.  Basic Disclosure | DVSA mot trained inspector | Application Form  Interview  Certificates |
| **Skills** | Good IT skills and be word and excel proficient.  Good communication skills.  Ability to produce technical reports.  Interviews skills | Knowledge of transport legislation. | Application Form  Interview |
| **Knowledge** | Knowledge of Civic Government Scotland Act 1982 | Knowledge of Glasgow City Council processes | Application Form  Interview |
| **Other** |  |  | Application Form  Interview |

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| Competencies | **Essential** | **Desirable** | **Evidence** |
| Personal Effectiveness Communicating:  Level 1 | You get on well with people, by explaining your ideas clearly, so that they understand you.  You sort out information appropriately and write or input it correctly. |  | Application Form  Interview |
| Providing Excellent Customer Service – Customer Orientation  Level 1 | You treat customers fairly and consistently.  You provide professional, polite and high-quality service.  You keep customers up to date by giving them as much suitable and correct information as you can. |  | Application Form  Interview |
| Managing Change – Planning & Delivering Change  Level 1 | You suggest ways to improve service in the work that you do.  You point out where a system or process could work better.  You use what you’ve learned from your own and other people’s experiences. |  | Application Form  Interview |
| Delivering Results Planning:  Level 1 | You organise your work by thinking about deadlines, promises and how important the different tasks are.  You’re realistic about the time you need to do a job and will tell other people immediately if you can’t do something.  You ask for help where you need to. |  | Application Form  Interview |