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| **SERVICE** | **Corporate Resources – Customer Centric Services** | **SECTION** | **Customer Services** |
| **POST** | **Taxi Licensing Officer – One Stop Shops** | **- POST NUMBER** | **TBC** |
| **GRADE** | **TBC** |  |  |

| PERSONAL ATTRIBUTES REQUIRED | ESSENTIAL (E)  OR  DESIRABLE (D) | HOW  ASSESSED |
| --- | --- | --- |
| Qualifications | | |
| 1. Professional qualification e.g. NVQ in Customer Services level 2 or above 2. Further Education qualification | D  D | AF/C |
| Experience | | |
| 1. Minimum of 12 months experience dealing with enquiries in a customer services environment. | E | AF/I |
| Knowledge, Skills & Attributes | | |
| 1. Ability to respond quickly and positively to customer enquiries | E | AF/I |
| 1. Ability to deal effectively with complaints and difficult situations. | E | AF/I |
| 3. Ability to work to agreed procedures and to quickly learn and apply new procedures. | E | AF/I |
| 4. Ability to use initiative and work with the minimal of supervision. | E | AF/I |
| 5. A commitment to delivering high quality customer services. | E | AF/I |
| 1. Ability to work well as a member of a team. | E | AF/I |
| 1. An understanding of the Local Authority Taxi Licensing function. | D | AF/I |
| 1. Ability to work flexibly across the hours of business and to work across all locations within Customer Services. | E | AF/I |
| 9. A commitment to continual personal development. | E | AF/I |
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| 10. Manage and protect customer data in accordance with General Data Protection Regulations  12 | E | AF/I |
| 11. A commitment to complete all online training and development requirements associated to the post. | E | AF/I |
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**Assessment Methods Key:** AF – Application Form

C – Certificates

I – Interview