

PERSON SPECIFICATION

Job Title: Appeals and Representations Officer Service: Economy and Environment		Post No: 18301 Section: Parking Services	Hoople Band: HPA2 Location: Parking / Blueschool House Hereford
All candidates will be considered on their ability to meet the requirements of the person specification	Essential criteria		Method of Assessment*
Experience	• Experience of working in a customer focused environment and communicating in writing and verbally. • Working to tight deadlines and prioritising workloads to meet those deadlines. • Use of personal computer including bespoke software packages and Microsoft word and excel. • Liaising with internal and external customers • Meeting targets and performance standards in a demanding and challenging environment • Experience of working within a debt collection environment would be an advantage • Experience of following procedures and adherence to policies and legislation		Application and Interview process
Skills and Abilities <i>Including personal attributes</i>	• Exceptional customer care skills, including dealing with difficult and aggressive customers. • Clear, concise and assertive communication skills and an ability to communicate effectively at all levels in the organisation and with external contacts in both a written and verbal format including complaints. • Excellent organisational skills: ability to plan, prioritise and produce high quality, accurate work to tight deadlines, working under pressure with minimal supervision . • Flexible approach to work and hours. • Problem solving skills involving interpretation of guidance, policies and legislation and applying these to contested Penalty Charge Notices.		Interview and application process and references.
Qualifications and Training <i>including professional qualifications</i>	• 5 GCSE at grade C and above or equivalent including Maths and English		Certificates or / application form

Other Factors <i>e.g. ability to work shifts, physical requirements (with adaptations where appropriate), ability to drive, agility to travel around county etc.</i>	Commitment to Herefordshire Council's ethos of equality and inclusion.		
Manager Signature:			Date: October 2025
Manager Name:	Michael Barnes	Job Title:	Parking Services Manager

*Method of Assessment: AF = Application Form; I = Interview; S = Selection Method; P= Presentation

Date Person Specification last reviewed : October 2025