

# Recruitment person specification

<b>Position title</b>	Transport Technician
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## Our Behaviours

### These apply to all posts

#### Respect

We're inclusive, we promote equality, we treat people with fairness, understanding and kindness and we consider others in our decisions and actions.

#### Integrity

We're open and honest, we take responsibility, we build trust and we pull together to do what's right for our residents, colleagues and city.

#### Flexibility

We're open minded, we keep it simple, we adapt to provide great service and find better ways of doing things. We embrace opportunities for shared working and learning.

## Role requirements

### Experience requirements

1. Experience of successfully managing and dealing with difficult customer interactions and complaints in a political environment within a public-sector organisation of comparable scope, size and complexity. [Essential]
2. Experience of delivering demonstrably customer-focused services. [Essential]
3. Experience of close working with internal departments and other Councils and public bodies to deliver sustainable and successful outcomes, or similar within an organisation of comparable scope, size and complexity within the public or private sector. [Essential]
4. Successful partnership working and networking with key stakeholders, e.g. citizens, voluntary sector, business communities, government and public agencies. [Essential]

5. Experience of successfully managing projects in a political environment within an organisation of comparable scope, size and complexity within the public sector. [Desirable]
6. Experience of stakeholder engagement and engagement and consultation with the general public, including attendance at public meetings and stakeholder engagement sessions. (Desirable)
7. Experience of contract management and management of Key Performance Indicators. [Desirable]
8. Experience of developing transport and parking policies in a political environment within an organisation of comparable scope, size and complexity. [Desirable]
9. Experience of writing briefing notes and formal committee reports in a political environment within a public-sector organisation of comparable scope, size and complexity. [Desirable]
10. Experience of budget monitoring and providing regular financial expenditure and income forecasts in a volatile financial environment within a public-sector organisation of comparable scope, size and complexity. [Desirable]
11. Knowledge and experience of operating within Construction (Design and Management) Regulations and practices. [Desirable]

### **Knowledge, skills and understanding requirements**

1. Knowledge of the City of Edinburgh Council's transport and parking policies. [Essential]
2. Strong written communication skills, with a proven ability to convey complex information using Microsoft Office applications to diverse groups of internal and external stakeholders. [Essential]
3. Knowledge of major legislative and other issues facing local government with a particular focus on achieving effective delivery of services at a time of significant change and financial challenges. [Essential]
4. Knowledge and experience of using computer aided drafting packages, geographical information systems and other software packages to prepare drawings and other promotional material. [Desirable]
5. Knowledge and experience of operating within current parking and transport legislation and regulations, with particular regard to the Road Traffic Regulation Act 1984, The Roads (Scotland) Act 1984 and the Road (Traffic) Act 1991. [Desirable]
6. Business and commercial acumen to support operational delivery of professional services, including ability to interpret and understand complex technical, financial and budgetary information. [Desirable]

### **Qualifications and training requirements**

1. Educated to degree level in relevant discipline or extensive demonstrable skills, knowledge, experience and competence at an appropriate level. [Essential]
2. Demonstrable capability as a learner, with evidence of continuing personal and/or professional development. [Essential]
3. Member of an appropriate Professional Body. [Desirable]
4. Project Management qualification. [Desirable]

### **Job specific requirements**

1. Demonstrable ability to organise and prioritise work in a flexible way, balancing competing priorities and/or organisational service standards in a fast-paced team environment. [Essential]
2. Ability to interpret, analyse and manipulate complex information and data in various formats to provide customer-focused service. [Essential]
3. Developing and driving both long and short-term strategies and policies to deliver sustainable and successful outcomes. [Desirable]
4. Understanding of political sensitivity and the organisation's political environment [Desirable]