SOUTH DERBYSHIRE DISTRICT COUNCIL - PERSON SPECIFICATION

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| **Directorate:** Place and Prosperity | **Service:** Housing | **Job Title:** Property Inspector |

Qualifications, Professional Membership, Technical Skills

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| **ESSENTIAL** | **DESIRABLE** | **HOW ASSESSED** |
| Math’s and English to Grade C at GCSE level or above | HNC in Building or equivalent | Application Form  Copy of qualification(s) |
| Previous experience in a relevant discipline. |  | Application form Interview |
| Craft Certificates or equivalent. |  | Application form Interview |
| Has own car and a full clean driving License |  | Application Form  Copy of Driving License |
| Experience of working in a customer service environment | Experience of working within a Housing related service | Application form Interview |
| Competency in diagnosing the causes and rectification of building related defects. |  | Application form Interview |
| Ability to manage and supervise contractors in a working environment. |  | Application form Interview |
| A comprehensive knowledge and understanding of relevant Health and Safety legislation as it relates to social housing, | SMSTS qualification of similar | Application form Interview |

COMPETENCY FRAMEWORK

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| **Competency** | | **Level** | **Essential** | **Desirable** | **How Assessed** |
| 1. | Achieving Results | 2 | * Sets high personal standards for their work and uses own methods to measure success. * Knows what is expected. * Focuses on achievement. * Responds positively to challenges, applying energy to tasks and seeking to do things better. * Actively seeks feedback to learn and improve own performance. |  | Application Form Interview |
| 2. | Communication | 2 | * Asks probing questions and listens attentively. * Produces good quality written communication using standard formats. * Ensures accuracy of messages and communications. * Clearly presents information or provides explanations so that it is easily understood by others. * Ensures that communication is correctly targeted and understood. |  | Application Form Interview |
| 3. | Creative Thinking | 2 | * Sees patterns, trends and missing pieces. * Questions about conventional ways of doing things. * Uses new information to offer realistic alternatives. |  | Application Form Interview |

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| **Competency** | **Level** | **Essential** | **Desirable** | **How Assessed** |
|  |  | * Tailors existing approach to provide better results. * Actively contributes ideas and creative thinking. |  |  |
| 4. Customer Focus | 2 | * Demonstrates a strong desire to understand and meet the needs of customers. * Can identify the customer’s underlying issues. * Provides high standards of customer service to both internal and external customers. * Always makes time for the customer. * Takes ownership and personal responsibility for solving customer problems. * Seeks and acts on customer feedback. |  | Application form Interview |
| 5. Decision Making and Problem Solving | 2 | * Analyses each stage of the process and breaks down problems into smaller parts. * Asks questions to gather information. * Organises information logically and systematically to make decisions and determine priorities. * Uses initiative. |  | Application Form Interview |

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| 6. Making Change Work | 2 | * Understands and explains the reason for change. * Recognises that others may have concerns and works with them to overcome these. * Creates a willingness to achieve outcomes. * Proactively supports new ideas and initiatives. |  | Application Form Interview |
| 7.Managing Resources, Projects & Processes | 2 | * Makes decisions on day-to-day priorities and manages own time effectively. * Deals with issues systematically to make decisions and determine priorities. * Develops clear and realistic short-term plans. |  | Application Form Interview |
| 8. Organisational Awareness & Commitment | 2 | * Understands the informal structures of the Council, recognising key staff, decision makers and those in positions of influence. * Promotes and defends the Council’s reputation with customers and external bodies. | N/A | N/A |

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| 9. Personal Impact | 2 | * Shows empathy. * Influences outcomes by expressing own view confidently and assertively. * Remains effective under pressure. * Strives to do any task as well as possible. * Sets out to achieve win/win situations. |  | Application Form Interview |
| 10. Working Relationships | 2 | * Strengthen relationships through building a solid foundation of mutual understanding and trust. * Proactively supports colleagues. * Displays willingness to learn from others, including own team members and peers. * Resolves conflict and does not avoid difficult issues. |  | Application Form Interview |
| 11. Equal Opportunities and Fairness |  | * Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment. |  | Interview |

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