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 FormCopy 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 FormCopy 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.
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| 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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