

1 SOUTH DERBYSHIRE DISTRICT COUNCIL - PERSON SPECIFICATION

Directorate: Environmental & Communities	Service: Operational Services	Job Title: Client Team Officer
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Qualifications, Professional Membership, Technical Skills

ESSENTIAL	DESIRABLE	HOW ASSESSED
<p>Qualified to at least NVQ Level 3/4 or equivalent environmental or other relevant discipline.</p> <p>Good understanding and knowledge of UK and European waste strategies and legislation</p> <p>Good project management experience, implementing complex service changes.</p> <p>Extensive experience of working with communities or businesses.</p> <p>Experience of budget management, identifying service efficiencies and savings/income.</p> <p>Ability to work collaboratively with other people.</p> <p>Ability to collate data, identify trends and report on performance.</p> <p>High standards of customer care and understanding of equality and Diversity policy.</p>	<p>Recognised qualification from Waste Industry</p> <p>Recognised qualification in Business Improvement methods and/or equivalent experience</p> <p>Prince 2 or equivalent project management qualification/training</p> <p>Experience of managing external contractors.</p> <p>Experience of working in an operational environment.</p>	<p>Application Form</p> <p>Copy of qualification(s)</p>

Competency	Level	Essential	Desirable	How Assessed
Achieving Results	3	<ul style="list-style-type: none"> • Drives performance of self and others • Uses, and encourages, innovation to achieve objectives and results • Sets longer-term, challenging goals and strives to achieve them • Maximises the full use of available resources to achieve goals and objectives • Makes a significant contribution towards service improvement • Displays total commitment to improve performance of self and team 		Examples: Application Form Interview Presentation
Communication	3	<ul style="list-style-type: none"> • Keeps others informed by sharing ideas and information • Communicates with authority and confidence • Anticipates audience concerns or objections and develops appropriate responses • Produces clear, persuasive and logical arguments • Understands the needs, feelings and motivations of different audiences and adapts language, tone, style and content of communications appropriately • Communicates well in high pressure situations • Exhibits belief and conviction in a way that influences outcomes, informing, instructing, persuading and encouraging others • Effectively communicates vision, strategy and direction to others 		Examples: Application Form Interview Presentation

Creative Thinking	3	<p>Ability to put forward innovative new ideas and approaches and encourages others to do so.</p> <p>Ability to recognise the potential of existing situations and to turn them into viable opportunities</p>		Examples: Application Form Interview
Customer Focus	3	<ul style="list-style-type: none"> • Understands the customer's perspective and uses knowledge to anticipate evolving needs • Develops ways to measure customer satisfaction and capture customer feedback • Continually sets and promotes the highest standards of customer care within and beyond their team • Acts upon opportunities to improve the customer experience and surpass expectations • Proactively seeks new and improved ways of communicating with customers • Identify and initiates improvement to services for the benefit of customers 		<p>Examples Application form Interview</p> <p>Presentation</p>
Decision Making and Problem Solving	3	<ul style="list-style-type: none"> • Uses a range of analytical techniques to analyse problems • Identifies the key issues in ambiguous or inconsistent data • Identifies a range of potential solutions and weighs up benefits • Evaluates whether arguments or cases are complete or sound • Reconciles differing arguments to make intelligent business decisions 		Examples: Application Form Interview
Making Change Work	3	<ul style="list-style-type: none"> • Communicates a compelling vision that generates enthusiasm and commitment 		Examples: Application Form Interview

		<ul style="list-style-type: none"> • Introduces change at the appropriate moment and follows through and reviews its impact • Influences and leads teams through periods of change • Drives change to completion • Sets goals for others in the context of the new direction • Proactively addresses performance problems and difficult issues • Cultivates creativity and champions innovative solutions • Energises and enthuses others to change 		
Managing Resources, Projects & Processes	3	<ul style="list-style-type: none"> • Seeks out information to make sound, rational decisions • Plans projects and tasks in a structured way, building in flexibility and anticipating difficulties • Monitors and reviews progress and performance against plans • Focuses on end results, ensures that projects are seen through and completed • Identifies, assesses and mitigates risks • Exploits the full use of technology in work processes • Identifies financial priorities and applies a cost effective approach, actively seeking opportunities to maximise resources 		Examples: Application Form Interview Exercise
Organisational Awareness & Commitment	3	<ul style="list-style-type: none"> • Recognises unspoken organisational limitations, what is and is not possible at certain times or in certain positions • Recognises and takes the approach that will ultimately produce the best outcome for the Council • Proactively supports the Council's values and goals 		

		<ul style="list-style-type: none"> • Makes choices and sets priorities to meet the Council's needs and fit with its vision even when it may be personally difficult to do so • Co-operates with others to achieve objectives for the wider organisation 		
Personal Impact	3	<ul style="list-style-type: none"> • Uses a range of influencing techniques and strategies • Seeks to make others feel and work better • Identifies with others and creates a sense of common purpose • Takes into account the values and beliefs of other parties • Uses indirect influence to produce positive results • Deals effectively with a variety of complex behaviours 		Examples: Application Form Interview
Working Relationships	3	<ul style="list-style-type: none"> • Goes beyond established structures / mechanisms, to initiate constructive working relationships with others (e.g. colleagues, clients, etc.) • Genuinely values others' expertise, input and ideas • Creates strong relationships and establishes informal and formal networks within the Council • Develops new and innovative ways of working with others and exchanging information 		Examples: Application Form Interview
Equal Opportunities and Fairness		Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment.		