

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 		Examples Application form Interview Presentation
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.		