

SOUTH DERBYSHIRE DISTRICT COUNCIL - PERSON SPECIFICATION

Directorate: Place and Prosperity	Service: Tenancy Services	Job Title: Visiting/Administrative Officer
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Qualifications, Professional Membership, Technical Skills

ESSENTIAL	DESIRABLE	HOW ASSESSED
5 GCSEs including Maths and English at Grade C or above		Application Form Copy of qualification(s)
Has own car and a full clean driving licence		Application Form. Copy of Driving Licence
Proven ability and qualifications in use of Microsoft Software Suite to include Word, Excel, Outlook, Teams and SharePoint and is confident in learning new packages		Application Form / Interview
Has preferably two years' current experience, but not less than six months' current experience of working as an Administrative Officer		Application Form / Interview
An effective team member. Excellent working relationship		Application Form / Interview
Experience of working in customerservice environment		Application Form / Interview
Excellent organisational and time-management skills		Application Form / Interview
	Experience of visiting/entering customer's home	Application Form/ Interview
	Knowledge of MRI	Application Form / Interview
	Experience of working with vulnerable people	Application Form / Interview

Competency	Level	Essential	Desirable	How Assessed
Achieving Results	1	Ability to communicate to an appropriate level of detail and provision for their audience.	Contributes towards service improvements	Application Form Interview
Communication	1	Is sensitive to the communication needs of others. Produces good quality written communication using standard formats. 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
Creative Thinking	1	Is open minded when presented with a new perspective. Applies new information to work problems and situations. Puts forward their own ideas and suggestions where appropriate		Application Form Interview
Customer Focus	2	Demonstrates a strong desire to understand and meet the needs of customers. 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

Decision Making and Problem Solving	1	Can consider all relevant information and use sound judgement to make appropriate decisions leading to the correct and best outcomes in a recognised structured manner in line with policies and procedures including all relevant legislation.	Recognises the impact of decisions.	Application Form Interview
Making Change Work	1	Embraces change. Ability to create a positive image of change and understand the need for change and take an active role in the process.		Application Form Interview
Managing Projects & Processes	1	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
Organisational Awareness & Commitment	2	N/A		
Personal Impact	1	Makes time for others. Observes and listens to others. Demonstrates appropriate professional behaviour.		Application Form Interview
Working Relationships	1	Maintains constructive working relationships with key stakeholders through established structures and mechanisms. Maintains contact with individuals and groups to ensure a positive working environment. Is a good team player.		Application Form Interview

Equal Opportunities and Fairness	1	Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or Employment. Commitment to customer care and an understanding of its relevance to this post.		Interview
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Date Issued: March 2026

Issued by: Tenancy Services Manager