

SOUTH DERBYSHIRE DISTRICT COUNCIL - PERSON SPECIFICATION

Qualifications, Professional Membership, Technical Skills

ESSENTIAL	DESIRABLE	HOW ASSESSED
<p>To be computer literate and have the ability to use Microsoft products such as Word, Excel and Outlook or similar equivalent software.</p> <p>Ability to enter data efficiently and accurately into databases, spreadsheets and forms.</p> <p>The ability to write clear and precise reports, to be numerate and to be able to deal with correspondence.</p> <p>Holds a full driving license and have access to a vehicle to use in connection with work.</p> <p>Ability and willingness to work as part of a team.</p> <p>Ability to liaise effectively with customers, contractors, staff and Councillors.</p> <p>Understanding of and commitment to, the principles of customer care, quality, standards and equality of opportunity.</p> <p>Proven experience of providing customer services.</p>	<p>Knowledge and experience in the administration of Disabled Facilities Grants.</p> <p>Experience of working effectively within a Local Authority Environment.</p> <p>Qualification in business administration NVQ or equivalent.</p>	<p>Application Form</p> <p>Interview</p> <p>Copy of qualification(s)</p> <p>Psychometric Testing</p>

Ability to communicate effectively orally and in writing.			
Competency	Level	Essential	Desirable
Achieving Results		<p>Able to manage and monitor own workload and own performance to agreed targets and standards.</p> <p>Sets high standards for their own work.</p>	
Communication		<p>Ability to communicate to an appropriate level of detail and provision for their audience.</p> <p>Able to tailor communication style to different audiences.</p> <p>Prepares and structures communications to aid understanding</p> <p>A commitment to working in a team environment</p>	
Creative Thinking		<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>	
			<p>Application Form</p> <p>Interview</p> <p>Copy of Qualifications</p>
			<p>Application Form</p> <p>Interview</p>
			<p>Application Form</p> <p>Interview</p> <p>Psychometric Test</p>

Customer Focus		<p>Experience of building and developing relationships with customers.</p> <p>Treats customers with respect, sensitivity and dignity.</p> <p>Experience of driving standards for excellent customer service.</p> <p>Awareness of the principles of data protection.</p> <p>Delivers customer focussed solutions to problems.</p>		Application Form Interview
Decision Making and Problem Solving		<p>Experience of identifying and initiating improvement to services for the benefit of customers.</p> <p>Ability to think laterally, examine all possible solutions and options.</p> <p>Ability to provide positive solutions to customer's needs.</p>		Application Form Interview Psychometric Test
Making Change Work		<p>Ability to create a positive image of change and deliver change when required.</p> <p>Ability to cope with change and maintain calmness under pressure and when working to deadlines</p>		Application Form Interview

<p>Managing Resources, Projects & Processes</p>		<p>Ability to allocate tasks, to delegate effectively and to assign appropriate resources.</p> <p>Ability to manage time effectively to ensure tasks are completed.</p> <p>Ability to prioritise work and work to deadlines.</p>		<p>Application Form Interview Psychometric Test</p>
<p>Organisational Awareness & Commitment</p>		<p>Must be flexible and be prepared to work outside normal office hours as and when required according to the needs of the service.</p>		<p>Application Form Interview</p>
<p>Personal Impact</p>		<p>Ability to adapt style or content to meet the need of the situation or person involved.</p> <p>Effectively builds trust and rapport.</p> <p>Demonstrated capacity to effectively organise and manage own workload to ensure that tasks are completed in an efficient and timely manner.</p> <p>Able to work with minimum supervision and under their own initiative.</p>		<p>Application Form Interview</p>
<p>Working Relationships</p>		<p>Builds a solid foundation of mutual understanding and trust.</p>		<p>Application Form Interview</p>

		<p>Represents the council positively.</p> <p>Manages and maintains excellent working relationships with partner agencies.</p> <p>A committed team player, who helps others achieve.</p> <p>Resolves conflict and does not avoid difficult issues.</p>		
Equal Opportunities and Fairness		Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment.		Application Form Interview

Date Issued: March 2026

Issued by: Architectural Projects Officer