

## SOUTH DERBYSHIRE DISTRICT COUNCIL - PERSON SPECIFICATION

<b>Directorate:</b> Place and Prosperity	<b>Service:</b> Housing	<b>Job Title:</b> Property Inspector
--	-------------------------	--------------------------------------

### Qualifications, Professional Membership, Technical Skills

ESSENTIAL	DESIRABLE	HOW ASSESSED
Math's and English to Grade C at GCSE level or above	HNC in Building or equivalent	Application Form Copy 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 Form Copy 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

Competency	Level	Essential	Desirable	How Assessed
1. Achieving Results	2	<ul style="list-style-type: none"> <li>• Sets high personal standards for their work and uses own methods to measure success.</li> <li>• Knows what is expected.</li> <li>• Focuses on achievement.</li> <li>• Responds positively to challenges, applying energy to tasks and seeking to do things better.</li> <li>• Actively seeks feedback to learn and improve own performance.</li> </ul>		Application Form Interview
2. Communication	2	<ul style="list-style-type: none"> <li>• Asks probing questions and listens attentively.</li> <li>• Produces good quality written communication using standard formats.</li> <li>• Ensures accuracy of messages and communications.</li> <li>• Clearly presents information or provides explanations so that it is easily understood by others.</li> <li>• Ensures that communication is correctly targeted and understood.</li> </ul>		Application Form Interview
3. Creative Thinking	2	<ul style="list-style-type: none"> <li>• Sees patterns, trends and missing pieces.</li> <li>• Questions about conventional ways of doing things.</li> <li>• Uses new information to offer realistic alternatives.</li> </ul>		Application Form Interview

Competency	Level	Essential	Desirable	How Assessed
		<ul style="list-style-type: none"> <li>• Tailors existing approach to provide better results.</li> <li>• Actively contributes ideas and creative thinking.</li> </ul>		
4. Customer Focus	2	<ul style="list-style-type: none"> <li>• Demonstrates a strong desire to understand and meet the needs of customers.</li> <li>• Can identify the customer's underlying issues.</li> <li>• Provides high standards of customer service to both internal and external customers.</li> <li>• Always makes time for the customer.</li> <li>• Takes ownership and personal responsibility for solving customer problems.</li> <li>• Seeks and acts on customer feedback.</li> </ul>		Application form Interview
5. Decision Making and Problem Solving	2	<ul style="list-style-type: none"> <li>• Analyses each stage of the process and breaks down problems into smaller parts.</li> <li>• Asks questions to gather information.</li> <li>• Organises information logically and systematically to make decisions and determine priorities.</li> <li>• Uses initiative.</li> </ul>		Application Form Interview

6. Making Change Work	2	<ul style="list-style-type: none"> <li>• Understands and explains the reason for change.</li> <li>• Recognises that others may have concerns and works with them to overcome these.</li> <li>• Creates a willingness to achieve outcomes.</li> <li>• Proactively supports new ideas and initiatives.</li> </ul>		Application Form Interview
7. Managing Resources, Projects & Processes	2	<ul style="list-style-type: none"> <li>• Makes decisions on day-to-day priorities and manages own time effectively.</li> <li>• Deals with issues systematically to make decisions and determine priorities.</li> <li>• Develops clear and realistic short-term plans.</li> </ul>		Application Form Interview
8. Organisational Awareness & Commitment	2	<ul style="list-style-type: none"> <li>• Understands the informal structures of the Council, recognising key staff, decision makers and those in positions of influence.</li> <li>• Promotes and defends the Council's reputation with customers and external bodies.</li> </ul>	N/A	N/A

9. Personal Impact	2	<ul style="list-style-type: none"> <li>• Shows empathy.</li> <li>• Influences outcomes by expressing own view confidently and assertively.</li> <li>• Remains effective under pressure.</li> <li>• Strives to do any task as well as possible.</li> <li>• Sets out to achieve win/win situations.</li> </ul>		Application Form Interview
10. Working Relationships	2	<ul style="list-style-type: none"> <li>• Strengthen relationships through building a solid foundation of mutual understanding and trust.</li> <li>• Proactively supports colleagues.</li> <li>• Displays willingness to learn from others, including own team members and peers.</li> <li>• Resolves conflict and does not avoid difficult issues.</li> </ul>		Application Form Interview
11. Equal Opportunities and Fairness		<ul style="list-style-type: none"> <li>• Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment.</li> </ul>		Interview

**Issued:** January 2025