

**1 SOUTH DERBYSHIRE DISTRICT COUNCIL - PERSON SPECIFICATION**

<b>Directorate:</b> Environmental & Communities	<b>Service:</b> Operational Services	<b>Job Title:</b> Client Team Officer
---	--------------------------------------	---------------------------------------

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

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

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

		<ul style="list-style-type: none"> <li>• 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</li> <li>• Co-operates with others to achieve objectives for the wider organisation</li> </ul>		
Personal Impact	3	<ul style="list-style-type: none"> <li>• Uses a range of influencing techniques and strategies</li> <li>• Seeks to make others feel and work better</li> <li>• Identifies with others and creates a sense of common purpose</li> <li>• Takes into account the values and beliefs of other parties</li> <li>• Uses indirect influence to produce positive results</li> <li>• Deals effectively with a variety of complex behaviours</li> </ul>		Examples: Application Form Interview
Working Relationships	3	<ul style="list-style-type: none"> <li>• Goes beyond established structures / mechanisms, to initiate constructive working relationships with others (e.g. colleagues, clients, etc.)</li> <li>• Genuinely values others' expertise, input and ideas</li> <li>• Creates strong relationships and establishes informal and formal networks within the Council</li> <li>• Develops new and innovative ways of working with others and exchanging information</li> </ul>		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.		

Date Issued: June 2026

Issued by: Service Development Manager

<b>Section</b>	<b>Change Made</b>	<b>Reason For Change</b>	<b>Date</b>	<b>Change By</b>
Entire Document	Document Creation	Document Creation	July 2023	Head of Operational Services
Job Summary	Points 5 & 6 added	Updated to reflect role	June 2026	Service Development Manager
Main Duties and Responsibilities	Points 15 & 16 added	Updated to reflect role	June 2026	Service Development Manager