

SOUTH DERBYSHIRE DISTRICT COUNCIL PERSON SPECIFICATION

Directorate: Law and People	Service: Environmental Services	Job Title: Systems and Business Support Officer
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Qualifications, Professional Membership, Technical Skills

ESSENTIAL	DESIRABLE	HOW ASSESSED
C or above in GCSE Maths, English and one science. Skilled user of MS word and excel Experience in the use of databases Experience in managing financial transactions	Experience in a client focused role	Certificates Interview

Competency	Essential	Desirable	How Assessed
Achieving Results	Ability to work towards goals and objectives	Ability to set and achieve own standards	Interview
Communication	Effective communicator, sensitive to the needs of others Effective communicator in writing, on telephone and face to face	Ability to clearly present information	Interview
Creative Thinking	Open to new ideas	Questions existing approach	Interview

Customer Focus	Responsive to customer requirements Understanding of the differing needs of our different client groups.	Puts the customer first Understanding of customer needs	Interview
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Competency	Essential	Desirable	How Assessed
Decision Making and Problem Solving	Ability to break tasks down logically	Deals with issues systematically	Interview
Making Change Work	Embraces change Able to adapt plans quickly to meet changing needs	Able to describe the need for change to other Open and adaptive to new ideas	Interview
Managing Resources, Projects & Processes	Takes personal responsibility for own work Ability to work to set deadlines	Ability to effectively plan day-to-day work based on predicted demands	Interview
Organisational Awareness & Commitment	Understands the formal structure and functions of the organisation	Supportive of the organisation	Interview
Personal Impact	Considers their own impact on others Ability to work innovatively within a framework of set procedures		Interview
Working Relationships	Able to maintain positive working relationships.	Able to create new positive working relationships.	Interview
Equal Opportunities and Fairness	Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment.		Interview

Date Issued: Oct 2026

Issued by: Karen Collier Assistant Director, Head of Environmental Services