

SOUTH DERBYSHIRE DISTRICT COUNCIL – PERSON SPECIFICATION

Directorate: Law, People and Environment	Service: Legal and Democratic Services	Job Title: Democratic Services Assistant
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Qualifications, Professional Membership, Technical Skills

Competency		Essential	How Assessed
Achieving Results		<p>Ability to concentrate on achieving goals and objectives through good planning and self-management</p> <p>Ability to complete work on time, to a good standard and accept personal responsibility for meeting deadlines and targets</p> <p>Able to determine own workload and priorities and willing to help others</p>	<p>Interview</p> <p>Application Form</p>
Communication		<p>Ensures that both written and verbal communication is clear and concise</p> <p>Listens attentively to others and asks appropriate questions to gain an understanding of issues</p> <p>Ability to present information clearly and logically</p>	<p>Interview</p> <p>Application Form</p>

Competency	Level	Essential	Desirable	How Assessed
Creative Thinking	1	<p>Ability to apply new information to work problems and situations</p> <p>Uses others' ideas effectively and puts forward own ideas and suggestions where appropriate</p>		Interview Application Form
Customer Focus	2	<p>Demonstrates a strong desire to understand and meet the needs of customers</p> <p>Provides high standards of customer service and seeks and acts on customer feedback</p> <p>Takes ownership and personal responsibility for solving customer problems</p>		Interview Application Form
Decision Making and Problem Solving	1	<p>Ability to deal with a range of straightforward day to day problems as they occur</p> <p>Ability to collate information to establish facts and identify problems and act accordingly</p> <p>Asks for guidance on unfamiliar areas</p>		Interview Application Form
Making Change Work	1	<p>Embraces change and adapts to fit in</p> <p>Describes the need for change to others</p> <p>Open to new ideas</p>		Interview Application Form
Managing Resources, Projects and Processes	1	<p>Endeavours to complete tasks accurately</p> <p>Follows procedures and suggests improvements where appropriate</p> <p>Monitors and checks own progress and performance on a regular basis</p> <p>Ability to deal with problems, shortfalls and mistakes in a constructive manner</p>		Interview Application Form

Competency	Level	Essential	Desirable	How Assessed
Personal Impact	1	<p>Observes, listens to, and makes time for others</p> <p>Demonstrates appropriate and professional behaviour</p> <p>Seeks out and acts on personal feedback</p>		Interview Application Form
Working Relationships	1	<p>Maintains constructive working relationships with key stakeholders through established structures and mechanisms</p> <p>Pursues positive relationships</p> <p>Maintains contact with individuals and groups to ensure a positive working environment</p> <p>Is a good team player, doing his or her share of the work</p>		Interview Application Form
Equal Opportunities and Fairness		Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment		Interview Application Form