

Newcastle-under-Lyme Borough Council

PERSON SPECIFICATION

Job Title: Community Officer

Grade: 6

Post Ref:

Date: April 2016

FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE	HOW ASSESSED
(1) Relevant Experience	<p>Relevant experience working in an outdoor parks/green spaces environment.</p> <p>Relevant experience of securing sponsorship and other income from businesses and other external sources.</p> <p>Experience in working with and developing community groups.</p> <p>Experience in general office / clerical duties.</p>	Application Form/ Interview	Experience of promoting, organising and leading events.	Application Form/ Interview/References.
(2) Formal Academic Qualifications	<p>5 GCSEs at grade A-C (or equivalent) including English and Maths.</p> <p>I.C.T Skills</p>	Application Form/ Certificates		
(3) Vocational Qualifications and Training	<p>Full current valid driving license</p> <p>Competent ICT Skills</p>	<p>Production of licence.</p> <p>Application Form / Interview</p>	Current valid Advanced Driving licence.	Production of Licence

FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE	HOW ASSESSED
	Working experience with Microsoft systems			
(4) Specialist Knowledge	Good communication skills Good organisational skills Sales orientated	Interview.	Local knowledge of the Borough Customer care	Interview
(5) Special Working Conditions	Ability to communicate with people at all levels. Understanding of customer care principles. Ability to report incidents through departmental procedure. Good standard of innumeracy and literacy / presentation skills. Good administrative/organisational skills. Ability to deal with awkward situations and customers. Knowledge and awareness of health and safety issues. Understanding of community issues and engaging the community to its best advantage	Application form / interview	Proven track record of organisational skills, and ability to present and sell products. Interest in environmental issues/conservation.	Application form / interview

(6) Core Competencies	DEFINITION	HOW ASSESSED	LEVEL OF COMPETENCY
<i>Planning and Organising</i>	<p>1. Has the ability to organise own time effectively and creates own work schedules, prioritises, prepares in advance and sets realistic timescales.</p> <p>2. Accepts constructive feedback and makes adjustments Accordingly</p> <p>3. Shows an awareness of how their actions affect others.</p> <p>5. Adapts and works effectively in different situations in order to carry out a variety of tasks, whilst remaining calm and level headed under pressure.</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p>	<p>Level 2</p> <p>Level 2</p> <p>Level 2</p>
<i>Continuous Improvement</i>	<p>6. Has the ability to set and meet challenging goals, creating own measures and consistently seeks ways of improving performance.</p> <p>9. Can Identify market opportunities within service area to generate external income within limits allowed by legislation.</p>	<p>Interview</p> <p>Interview</p>	<p>Level 1</p> <p>Level 1</p>
<i>Job Knowledge</i>	<p>10. Is well informed and educated in performing to the level expected for the job.</p>	<p>Interview</p>	<p>Level 2</p>
<i>Communication</i>	<p>12. Communicates information clearly, accurately, positively and in a timely manner.</p> <p>13. Listens attentively and responds thoughtfully to the needs, ideas and opinions expressed by others.</p> <p>14. Demonstrates required skill in all forms of written, oral and technological communication.</p> <p>15. Changes communication style and approach to meet the</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>	<p>Level 2</p> <p>Level 2</p> <p>Level 2</p> <p>Level 2</p>

	preference of those with whom they are dealing with or of people from diverse backgrounds.		
<i>Customer Service and Support</i>	<p>17. Provides excellent service to external / internal customers by focusing on understanding and meeting customer needs.</p> <p>19. Treats diverse range of customers with respect and understanding.</p> <p>20. Responds to request in a timely and courteous manner and always strives to represent a positive image of the Authority.</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p>	<p>Level 2</p> <p>Level 2</p> <p>Level 2</p>
<i>Strategic Thinking</i>	<p>36. Takes an overview and identifies patterns, terms and long term possibilities</p> <p>37. Creates and shapes a vision for the future and fits in with the Authority's long term objectives.</p>	<p>Interviews</p> <p>Interviews</p>	<p>Level 1</p> <p>Level 1</p>
<i>Change Management</i>	<p>41 Ability to modify style in order to reach goals and to maintain effectiveness within changing environments and with varying responsibility.</p> <p>44. Demonstrates a continuous positive attitude whilst embracing change initiatives.</p>	<p>Interview</p> <p>Interview</p>	<p>Level 1</p> <p>Level 1</p>
<i>Treating People Fairly</i>	<p>53. Has the ability to demonstrate through behaviour and language, commitment to the council's Equal Opportunities Policy, both within the workplace and in service provision.</p>	<p>Interview</p>	<p>Level 2</p>