

Newcastle-under-Lyme Borough Council

PERSON SPECIFICATION

Job Title: Neighbourhood Ranger

Grade: 6

Post Ref: MMF 4/01

Date: March 2023

FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE	HOW ASSESSED
(1) Relevant Experience	Experience of working with the public in a similar role.	Application form	<p>Previous experience of delivering ranger service or neighbourhood caretaking.</p> <p>Experience dealing directly with the public including all age groups and minority groups.</p>	Application form and assessment at interview
(2) Formal Academic Qualifications	Three GCSE's grade C or above including Maths and English (or equivalent).	Application form and production of certificates at interview		
(3) Vocational Qualifications and Training			Completion of an accredited training course for neighbourhood wardens.	Application form and production of certificates at interview
(4) Specialist Knowledge			Knowledge and understanding of the community safety and street cleansing responsibilities and functions of a local authority.	Assessment at interview

FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE	HOW ASSESSED
			Law relating to anti social behaviour, littering, fly tipping, graffiti etc.	
(5) Special Working Conditions	<p>All employees are required to comply with the Authority's No Smoking Policy.</p> <p>Working outside of normal hours on routine patrolling of residential areas.</p> <p>Participation, if required, on any call out/standby service operated.</p> <p>Current valid driving licence and access to a vehicle the post holder is prepared to use for work purposes.</p>	<p>At interview</p> <p>Production of valid driving licence</p>		

(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>4. Deals with ambiguity and remains focussed/positive and able to adjust to changes.</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>	Interview	
<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>7. Awareness of own shortfalls and takes charge of personal development to keep skills up-to-date whilst developing knowledge within a particular area through learning.</p>	Interview	
<i>Job Knowledge</i>	<p>10. Is well informed and educated in performing to the level expected for the job.</p> <p>11. Seeks to understand how their job supports the strategic direction of the Authority.</p>	Interview/Application Form	

(6) Core Competencies	DEFINITION	HOW ASSESSED	LEVEL OF COMPETENCY
<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 preference of those with whom they are dealing with or of people from diverse backgrounds.</p>	Interview	
<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>18. Regularly seeks feedback in order to identify areas of improvement within the customer focussed systems/processes.</p> <p>19. Treats diverse range of customers with respect and understanding.</p> <p>20. Responds to requests in a timely and courteous manner and always strives to represent a positive image of the Authority.</p> <p>21. Actively seeks customers' views to shape strategies and plans through: questionnaires, surveys, suggestion box, interactive internet pages.</p>	Interview	
<i>Strategic Thinking</i>	<p>36. Takes an overview and identifies patterns, terms and long term possibilities.</p>	Interview	

(6) Core Competencies	DEFINITION	HOW ASSESSED	LEVEL OF COMPETENCY
<i>Change Management</i>	44. Demonstrates a continuous positive attitude whilst embracing change initiatives.	Interview	
<i>Managing Performance</i>	49. Treats mistakes and problems as an opportunity for learning. 50. Celebrates successes and treats them as an opportunity for learning.	Interview	
<i>Treating People Fairly</i>	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.	Interview	
<i>Health and Safety</i>	54. Demonstrates basic understanding of Health and Safety responsibilities within the workplace. 55. Demonstrates an ability to ensure any agreed safety rules or procedures are effectively implemented within their areas of responsibility whilst helping others to understand their responsibilities and obligations. 56. Demonstrates an understanding of and ensures adequate resources are provided, responsibilities for health and safety are adequately assigned, accepted and fulfilled at all levels of the organisation and understands the need to ensure that the effectiveness of the arrangements are regularly reviewed and timely corrective action taken when necessary.	Interview	