

Newcastle-under-Lyme Borough Council

PERSON SPECIFICATION

Job Title: Support Officer

Grade: 7

Post Ref:

Date: March 2018

FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE
(1) Relevant Experience	Experience of working in a clerical/administrative role having undertaken tasks such as inputting data, processing and responding to incoming communications (post, email, telephone) and scanning /filing of documentation	Application form / Interview and references	<p>Experience of working in Local Government</p> <p>Experience of working contact with members of the public, developers and their agents</p> <p>Experience of Document Management Systems including Information @work</p> <p>Experience of back office systems used by Local Planning Authority department such as Idox UniForm</p> <p>Experience of GIS from client service perspective</p>
(2) Formal Academic Qualifications	<p>Minimum 5 GCSEs at grade A-C (Grade 4 or higher in the reformed 2017 GCSEs) (or equivalent) including English and Maths</p> <p>At least one A level at grade A-D (or equivalent)</p>	Application form and certificate(s)	<p>More than 5 GCSEs at grade A-C (Grade 4 or higher in the reformed 2017 GCSEs) (or equivalent) including English, Maths and Geography</p> <p>An A level at grade A-C (or equivalent) in a relevant subject</p>
(3) Vocational Qualifications and Training		Application form and certificate(s)	<p>Architectural Technician qualification</p> <p>Affiliate of the RTPI</p> <p>Member of the Planning Admin Network (PAN) or similar</p> <p>Holds European Computer Driving License qualification</p>

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FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE
(4) Specialist Knowledge	<p>Knowledge of GIS and land and property database computerised systems</p> <p>Working knowledge of MS applications, sufficient to be able to input, manipulate, retrieve and present data in textual or graphic form</p>	<p>Application form / interview</p>	<p>Working knowledge of Planning Portal</p> <p>Working knowledge of Public Access (uniForm) or similar website product</p> <p>Working knowledge of graphics products</p> <p>Interest in the built environment</p>
(5) Special Working Conditions	<p>All employees are required to comply with the Authority's No Smoking Policy.</p> <p>The successful applicant will be required to participate in the cover rota, ensuring that cover is provided between the hours of 0900 to 1700 Monday to Friday</p>	<p>Application form / interview</p> <p>Interview</p>	

Competency	Behaviours		How Assessed
Planning and Organising	1.	Adapts and works effectively in different situations in order to carry out variety of tasks, whilst remaining calm and level headed under pressure.	Either Application form, or Interview, or References
	2.	Accepts constructive feedback and makes	

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		adjustments accordingly.	
Organisational Development	4.	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.	Either Application form, or Interview, or References
Communication	5. 6. 7. 8.	Communicates information clearly, accurately, positively and in a timely manner. Listens attentively and responds thoughtfully to the needs, ideas and opinions expressed by others. Demonstrates required skill in all forms of written oral and technological communication. Changes communication style and approach to meet the preferences of those with whom they are dealing with or of people from diverse backgrounds.	Either Application form, or Interview, or References
Leadership	23. 28.	Build and maintain good working relationships with people inside and outside the council, including Councillor, partners and members of the public. Makes decisions confidently and quickly when necessary.	Either Application form, or Interview, or References

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Managing Change	38.	Aspire to be better and exceed expectations and promote a positive 'can do' attitude.	Either Application form, or Interview, or References
Performance Management	42.	Evaluate mistakes and learn from them.	Either Application form, or Interview, or References
Living the values	47. 48. 49.	Demonstrate high standards of personal and professional conduct and be a role model to others. Ensure actions are in line with what citizens should expect from Council employees. Is prepared to admit to having made a mistake.	Either Application form, or Interview, or References
Health and Safety	51.	Demonstrates basic understanding of Health and Safety responsibilities within the workplace.	Either Application form, or Interview, or References

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