

Newcastle-under-Lyme Borough Council

PERSON SPECIFICATION

Job Title: Customer Hub Officer

Grade: 6

Post Ref: OFD-05-21

Date: 10/06/21

FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE
(1) Relevant Experience	i. Good level of experience in a customer facing role, resolving a breadth of issues at first point of contact ii. Solid understanding of case management approach and experience of dealing with cases and providing multi-disciplinary support iii. Excellent inter-personal skills and a proven ability to deal effectively with customers and remain calm in contentious and difficult situations iv. A good understanding of statutory and regulatory requirements and ability to enforce these when required v. Clear understanding of health and safety procedures vi. Proven ability to be accurate, detailed and professional in approach to work	Demonstrable via interview	

FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE
	vii. Proven ability to deliver high standards and good customer service viii. Strong ICT skills and proven ability to learn new systems quickly		
(2) Formal Academic Qualifications	Educated to NVQ level 3 / A Level standard or equivalent experience		
(3) Vocational Qualifications and Training			
(4) Specialist Knowledge	Broad knowledge of local authority purpose and services		
(5) Special Working Conditions	All employees are required to comply with the Authority's No Smoking Policy.		

Competency	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. 2. Accepts constructive feedback and makes adjustments accordingly.	

Organisational Development	3. Has the ability to set and meet challenging goals, creating own measures and consistently seeks ways of improving performance. 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.	
Communication	5. Communicates information clearly, accurately, positively and in a timely manner. 6. Listens attentively and responds thoughtfully to the needs, ideas and opinions expressed by others. 7. Demonstrates required skill in all forms of written oral and technological communication. 8. Changes communication style and approach to meet the preferences of those with whom they are dealing with or of people from diverse backgrounds. 9. Explains reasons for the actions and seeks others' opinions. 10. Shows an awareness of how their actions affect others. 11.	
Focusing on our citizens	12. Consult with citizens/councillors/ stakeholders and gather feedback and new ideas to continually improve the service. 13. Be able to articulate to citizens/councillors how their views, needs and requests are included in plans or decisions. 14. Take pride in the job and in delivering what our communities need; promote these successes and the difference it has made.	
Leadership	15. Build and maintain good working relationships with people inside and outside the council, including Councillor, partners and members of the public. 16. Makes decisions confidently and quickly when necessary.	

Managing Change	17. Ability to modify style in order to reach goals and to maintain effectiveness within changing environments and with varying responsibilities. 18. Is prepared to challenge where others are not seeing the wider implications. 19. Anticipate how people will feel about change and take action to help them through. 20. Aspire to be better and exceed expectations and promote a positive 'can do' attitude.	
Performance Management	21. Gathers and gives feedback regularly and constructively on an individual and organisational basis. 22. Quickly highlight and deal with unacceptable behaviour and its impact on others. 23. Evaluate mistakes and learn from them. 24. Uphold the Council's reputation by delivering on the community's expectations and encourage others to do the same.	
Living the values	25. Demonstrates and champions equalities in the treatment of others and in the delivery of services. 26. Stand by Council decisions and act in the Councils best interests, putting them above those of the directorate or immediate team/individuals. 27. Express pride in what the Council does and uphold the reputation of the Council. 28. Demonstrate high standards of personal and professional conduct and be a role model to others. 29. Ensure actions are in line with what citizens should expect from Council employees. 30. Is prepared to admit to having made a mistake.	

Health and Safety	31. Demonstrates basic understanding of Health and Safety responsibilities within the workplace. 32. 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. 33. 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.	
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