

Newcastle-under-Lyme Borough Council

PERSON SPECIFICATION

Job Title: Safer Recovery Officer

Grade: 8

Post Ref: TBC

Date: August 2026

FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE
(1) Relevant Experience	Experience in substance misuse, homelessness, hoarding and debt related. Experience of dealing with challenging customers with complex needs particularly around hoarding and mental health. Understanding of housing needs and homelessness issues.	Application form	Longer period of experience, specifically in complex needs such as substance misuse, debt, housing advice, homelessness, hoarding and working in partnership with other agencies.

(2) Formal Academic Qualifications	5 GCSE's grade 9-5 or A-C equivalent.	Application form	Qualification/training in complex needs issues.
(2) Vocational Qualifications and Training	Must be willing to undertake appropriate training and development in order to meet the requirements of the post.	Application form/ Interview	

FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE
(4) Specialist Knowledge	Knowledge of relevant legislation, policy and guidance around safeguarding, including hoarding, substance misuse, debt, mental health and homelessness. Working knowledge of Microsoft applications, sufficient to input and retrieve data using packages such Word, Excel and Outlook for email.	Application form/ Interview	Working knowledge of local partners, specialist support services, including housing, Hoarding, Health and Social Care, Vulnerability and Safeguarding.
(5) Special Working Conditions	All employees are required to comply with the Authority's No Smoking Policy. Applicants must hold a full, current and valid driving licence and a vehicle available for use with a current valid		

	MOT certificate and insurance.		
--	--------------------------------	--	--

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.	Application Form / Interview
	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.	Application Form / Interview
	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.	Application Form / Interview
	6.	Listens attentively and responds thoughtfully to the needs, ideas and opinions expressed by others.	
	7.	Changes communication style and approach to meet the preferences of those with whom they are dealing with or of people from diverse backgrounds.	

Focusing on our citizens	13.	Consult with citizens / Councillors / stakeholders and gather feedback and new ideas to continually improve the service.	Application Form / Interview
	16.	Takes pride in the job and in delivering what our communities need; promote these successes and the difference it has made.	

Leadership	23.	Build and maintain good working relationships with people inside and outside the Council, including Councillors, partners and members of the public.	Application Form / Interview
	30.	Effectively works with partners, whilst establishing new partnership working and influencing key stakeholders and partners to contribute to the Authority's objectives.	
Strategic Thinking	31.	Agrees shared goals and processes with key stakeholders when there may be benefit in collaborating.	Application Form / Interview
	32.	Creates or contributes to the creation of long term plans for the service area based on the vision for the service area and the overall Authority.	
	33.	Considers the implications of plans or proposals on the rest of the council to include partners, stakeholders citizens or councillors.	

Managing Change	35.	Ability to modify style in order to reach goals and to maintain effectiveness within changing environments and with varying responsibilities.	Application Form / Interview
	36.	Is prepared to challenge where others are not seeing the wider implications.	
Performance Management	39.	Gathers and gives feedback regularly and constructively on an individual and organisational basis.	Application Form / Interview
	40.	Uphold the Council's reputation by delivering on the community's	

	42.	expectations and encourage others to do the same. Evaluate mistakes and learn from them.	
Living the values	45.	Demonstrate high standards of personal and professional conduct and be a role model to others.	Application Form / Interview
Health and Safety	51.	Demonstrates basic understanding of Health and Safety responsibilities within the workplace.	Application Form / Interview
	52.	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.	

