Newcastle-under-Lyme Borough Council

PERSON SPECIFICATION

Job Title: Mobile Multi-Functional Officer **Grade: 6**

Post Ref: MMF-03/01 **Date: March 2023**

FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE
(1) Relevant Experience	i. Ability to deal with issues as they arise ii. Understanding of effective environmental processes and interventions. iii. Experience of working within a high performing team. iv. Understanding and awareness of legislation, statutory obligations and developments across the relevant service areas	Demonstrable via interview	i. Understanding of community safety processes and interventions ii. Innovative approach to problem solving iii. Ability to build effective partnerships and work collaboratively. iv. Broad understanding of Council services and systems v. Experience of working to a series of KPIs.
(2) Formal Academic Qualifications	Educated to GCSE level 6-9 (or equivalent qualifications)		Relevant qualification and/or work experience in environmental enforcement
(3) Vocational Qualifications and Training	Must hold a full, current valid driving licence.		

FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE
(4) Specialist Knowledge	Broad knowledge of local authority purpose, corporate priorities and the impact on services. Knowledge of environmental enforcement and/or community safety.		
(5) Special Working Conditions	All employees are required to comply with the Authority's No Smoking Policy. Will be required to work outdoors in inclement weather.		

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. Find opportunities to meet people, members and get to know them better, gain trust and understand their point of view.	
Focusing on our citizens	12. Anticipate communities' likely future needs and put plans in place to address them. 13. Consult with citizens/councillors/ stakeholders and gather feedback and new ideas to continually improve the service.	

	14. Empowers and supports citizens in planning and decision making to co-design future services. 15. Inform citizens/councillors how their views, needs and requests are included in plans or decisions. 16. Take pride in the job and in delivering what our communities need; promote these successes and the difference it has made.	
Leadership	17. Has the ability to inspire individuals to give their best to achieve a desired result. 18. Promotes a trusting and empathetic environment and equality of opportunity. 19. Has the ability to motivate and lead a team to ensure effective performance against performance indicators. 20. Provides effective leadership and values to the team, passing on own skills and knowledge where possible by using an effective coaching style. 21. Praises a job well done. 22. Has the ability to delegate the appropriate tasks, taking into consideration others skills and abilities. 23. Build and maintain good working relationships with people inside and outside the council, including Councillor, partners and members of the public. 24. Exhibits confidence in financial management, uses the appropriate language, i.e. Budgets, forecast, assets, revenue, shortfall, surplus etc. Discusses	

	the financial implications of decisions, linking decisions to budget provisions. 25. Champions 'value for money' in their dealing with others. Says 'no' if not good value, explaining reasons why in order to continuously improve service. 26. Has the ability to negotiate and influence others to obtain a 'win win' solution. 27. Makes decisions confidently and quickly when necessary. 28. Plans the use of deployment of resources and shares information about how things are progressing against plans and what changes will be made to plans as a result. 29. Involves staff and others in decisions that affect them and invites people to ask questions about decisions. 30. Effectively works with partners, whilst establishing new partnerships 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. 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. Creates and environment that encourages and supports others to take calculated risks. 34. 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. 36. Is prepared to challenge where others are not seeing the wider implications. 37. Anticipate how people will feel about change and take action to help them through. 38. Aspire to be better and exceed expectations and promote a positive 'can do' attitude.	
Performance Management	39. Gathers and gives feedback regularly and constructively on an individual and organisational basis. 40. Quickly highlight and deal with unacceptable behaviour and its impact on others. 41. Make time to discuss performance, attitude and approach on a regular basis, providing support and guidance and taking action if performance does not improve. 42. Evaluate mistakes and learn from them. 43. Ensures individuals are clear about their own responsibilities and accountabilities.	

	44. Uphold the Council's reputation by delivering on the community's expectations and encourage others to do the same.	
Living the values	45. Demonstrates and champions equalities in the treatment of others and in the delivery of services. 46. Stand by Council decisions and act in the Councils best interests, putting them above those of the directorate or immediate team/individuals. 47. Express pride in what the Council does and upholds the reputation of the Council. 48. Demonstrate high standards of personal and professional conduct and be a role model to others. 49. Ensure actions are in line with what citizens should expect from Council employees. 50. Is prepared to admit to having made a mistake.	
Health and Safety	51. Demonstrates basic understanding of Health and Safety responsibilities within the workplace. 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.	

	53. 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.	