

**Newcastle-under-Lyme Borough Council**

**PERSON SPECIFICATION**

**Job Title:** Environmental Health Services Support Assistant

**Grade:** 4

**Post Ref:** DD19 & CC28

**Date:** December 2018

<b>FACTOR</b>	<b>ESSENTIAL</b>	<b>HOW ASSESSED</b>	<b>DESIRABLE</b>
<b>(1) Relevant Experience</b>	Experience of working in a clerical support environment  Experience of dealing with customers over the telephone and face-to-face.	Application Form/Interview/  References	Experience of working in a Local Government environment  Previous experience in legal or enforcement services
<b>(2) Formal Academic Qualifications</b>	Minimum 3 GCSEs at grade A-C (or equivalent) including English and Maths.	Application Form/Certificates	5 GCSEs at grade A-C (or equivalent) including English and Maths.
<b>(3) Vocational Qualifications and Training</b>	ECDL and/or  Level 2 NVQ Customer Care and/or Administration  or equivalent	Application Form/Certificates	OCR MS Office  Working knowledge of Civica accounting system.
<b>(4) Specialist Knowledge</b>	Working knowledge of Microsoft applications. Sufficient to input and retrieve data using packages such as Word, Excel and Outlook for email.	Application Form/Interview	Knowledge of customer care philosophy.  Knowledge of Civica's Authority Public Protection (APP) and Northgate Information at Work systems.

FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE
			Experience in minute taking and creation of action logs.
<b>(5) Special Working Conditions</b>	Flexible approach to working hours, with the ability to work beyond normal office hours on an ad hoc basis.  All employees are required to comply with the Authority's No Smoking Policy.	Interview	

Competency	Behaviours		How Assessed
<b>Planning and Organising</b>	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.	
<b>Organisational Development</b>	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.	

<p><b>Communication</b></p>	<p>5. 6. 7. 8.</p>	<p>Communicates information clearly, accurately, positively and in a timely manner.</p> <p>Listens attentively and responds thoughtfully to the needs, ideas and opinions expressed by others.</p> <p>Demonstrates required skill in all forms of written oral and technological communication.</p> <p>Changes communication style and approach to meet the preferences of those with whom they are dealing with or of people from diverse backgrounds.</p>	
<p><b>Living the values</b></p>	<p>45. 47. 48. 49. 50.</p>	<p>Demonstrates and champions equalities in the treatment of others and in the delivery of services.</p> <p>Express pride in what the Council does and uphold the reputation of the Council.</p> <p>Demonstrate high standards of personal and professional conduct and be a role model to others.</p> <p>Ensure actions are in line with what citizens should expect from Council employees.</p> <p>Is prepared to admit to having made a mistake.</p>	

<b>Health and Safety</b>	51.	Demonstrates basic understanding of Health and Safety responsibilities within the workplace.	
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