

## PERSON SPECIFICATION

### T178 Customer Services Officer – Housing Repairs

Specification Type	Additional/changed requirements	E/D	Measure
<b>Qualifications &amp; Training</b>	<b>Numeracy and Literacy skills – to be educated to GCSE standard or equivalent or a significant level of experience relevant to the post.</b>	<b>E</b>	<b>1,3</b>
<b>Qualifications &amp; Training</b>	<b>Customer Service Qualification – NVQ Level 2 or 3 or a willingness to study for one</b>	<b>D</b>	<b>1,3,4</b>
<b>Knowledge &amp; Experience</b>	<b>Relevant experience in a customer services environment</b>	<b>E</b>	<b>1,3</b>
<b>Knowledge &amp; Experience</b>	<b>Experience of delivering Local Authority Services, preferably including some of those provided by the Customer Services Team</b>	<b>D</b>	<b>1,3</b>
<b>Knowledge &amp; Experience</b>	<b>Experience of working with others to deliver services</b>	<b>E</b>	<b>1,3</b>
<b>Knowledge &amp; Experience</b>	<b>Experience of using ICT systems including Microsoft Office package</b>	<b>E</b>	<b>1,3</b>
<b>Knowledge &amp; Experience</b>	<b>Understanding of and commitment to equal opportunity and diversity</b>	<b>E</b>	<b>1,3</b>
<b>Knowledge &amp; Experience</b>	<b>Experience of working in a planning/scheduling role</b>	<b>D</b>	<b>1,3</b>
<b>Knowledge &amp; Experience</b>	<b>A basic knowledge of housing construction, repairs or DIY</b>	<b>D</b>	<b>1,3</b>
<b>Skills &amp; Abilities</b>	<b>Excellent verbal and written communication skills Particularly on the telephone</b>	<b>E</b>	<b>1,3</b>
<b>Skills &amp; Abilities</b>	<b>Professional and calm approach when dealing with challenging customers</b>	<b>E</b>	<b>1,3</b>
<b>Skills &amp; Abilities</b>	<b>Ability to meet challenging deadlines and the needs of a demanding service within a performance management environment</b>	<b>E</b>	<b>1,3</b>
<b>Skills &amp; Abilities</b>	<b>Ability to work under pressure to include multi-tasking</b>	<b>E</b>	<b>1,3</b>
<b>Skills &amp; Abilities</b>	<b>Excellent planning and organisational skills including prioritising and time management skills</b>	<b>E</b>	<b>1,3</b>
<b>Skills &amp; Abilities</b>	<b>Excellent interpersonal skills, including influencing, negotiating and diplomacy</b>	<b>E</b>	<b>1,3</b>

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<b>Skills &amp; Abilities</b>	<b>Ability to work on own Initiative and self-motivation</b>	<b>E</b>	<b>1,3</b>
<b>Skills &amp; Abilities</b>	<b>Ability to manage change in a positive manner</b>	<b>E</b>	<b>1,3</b>
<b>Skills &amp; Abilities</b>	<b>Ability to build and maintain good relationships to secure cooperation with colleagues and partner agencies</b>	<b>E</b>	<b>1,3</b>
<b>Skills &amp; Abilities</b>	<b>Ability to investigate and respond to customer complaints</b>	<b>D</b>	<b>1,3</b>
<b>Skills &amp; Abilities</b>	<b>Commitment to provide excellent customer care Service</b>	<b>E</b>	<b>1,3</b>
<b>Skills &amp; Abilities</b>	<b>Enthusiastic with a determined can do attitude</b>	<b>E</b>	<b>3</b>
<b>Other Requirements</b>	<b>The normal place of employment for this post will be the Council Offices, Beeston. However, in order to provide a service to our citizen's that is flexible you may be required to work at any of the Council's sites.</b>	<b>E</b>	<b>1,3</b>

**Car Allowance:**

This post does not carry a designated car user status.

**E/D:**

Essential (E)

Desirable (D)

**Measure:**

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]