

PERSON SPECIFICATION

Service Delivery Co-ordinator – T83

Specification Type	Additional/changed requirements	E/D	Measure
Personal Skills	Good planning, organisational and communicational skills	E	1, 3
Personal Skills	Work using own initiative	E	1, 3
Personal Skills	Tactful and discreet with the ability to maintain confidentiality	E	1, 3
Personal Skills	Ability to prioritise work and meet deadlines	E	1, 3
Personal Skills	Excellent customer care skills	E	1, 3
Personal Skills	Creative, methodical, numerate and analytical	E	1, 3
Personal Skills	Effective marketing and promotional skills	E	1, 3
Personal Skills	Investigative and collative abilities	E	1, 3
Personal Skills	Ability to effectively and proactively respond to complex enquiries	E	1, 3
Personal Skills	Flexible attitude towards change.	E	1, 3
Experience	Working in a customer facing frontline service	E	1, 3
Experience	Working in a frontline performance delivery driven environment	E	1, 3
Experience	Collating, analysing and verifying data to produce reports and plans	E	1, 3
Experience	Developing and maintaining ICT systems	E	1, 3
Experience	Working in an environment to generate income utilising all access channels	E	1, 3
Experience	Reconciling monies taken through all access channels	E	1, 3
Experience	Initiate change requests to support organisational development	E	1, 3
Experience	Producing business cases and relevant supporting documentation	E	1, 3
Experience	Developing training regimes	E	1, 3
Experience	Working in a local authority and awareness of policies and procedures	D	1, 3
Attainments/Qualifications	Business Administration to NVQ level 3 or higher	D	1, 3, 4
Attainments/Qualifications	Prince 2 project management	D	1, 3, 4
Knowledge	All Microsoft office applications	E	1, 3
Knowledge	Customer relationship management systems	D	1, 3
Knowledge	Environmental service delivery related ICT systems	D	1, 3
Knowledge	Environmental legislation, policies and procedures	D	1, 3
Knowledge	Customer care policies and procedures	E	1, 3
Knowledge	Data Protection Act	E	1, 3
Knowledge	Financial systems	E	1, 3

Specification Type	Additional/changed requirements	E/D	Measure
Knowledge	Manual and computerised filing systems	E	1, 3
Knowledge	Services delivered by Environment Department	D	1, 3

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]