

PERSON SPECIFICATION

T178 Housing Repairs Customer Services Officer

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

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Skills & Abilities	Ability to manage change in a positive manner	E	1,3
Skills & Abilities	Ability to build and maintain good relationships to secure cooperation with colleagues and partner agencies.	E	1,3
Skills & Abilities	Ability to investigate and respond to customer complaints.	D	1,3
Skills & Abilities	Commitment to provide excellent customer care Service.	E	1,3
Skills & Abilities	Enthusiastic with a determined can-do attitude.	E	3
Other Requirements	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.	E	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]