

**Tunbridge Wells Borough Council**  
**Person Specification**



**POST TITLE:**    **Technical Officer**

**GRADE:**           **2**

**SERVICE:**       **Business Support**

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>HOW IDENTIFIED</b>
<b>EXPERIENCE</b>	Experience in a customer service or office based working environment.  Experience in administration work/tasks	Knowledge of Planning and Planning related systems such as IDOX and/or Uniform.	Application form and interview
<b>QUALIFICATIONS/ TRAINING</b>	Educated to GCSE or equivalent standard with GCSEs in Maths and English at Grade C or above.		Application form and interview
<b>KNOWLEDGE</b>	Understanding of Microsoft Office especially Outlook, Excel, and Word.	Knowledge of Development Management and the National Planning system.	Application form and interview
<b>PRACTICAL &amp; INTELLECTUAL SKILLS</b>	Strong written and verbal communication skills  Proven ability to work accurately under pressure, while ensuring attention to detail remains high.  Excellent customer service skills  Excellent telephone and face to face manner.	Demonstrable interpersonal skills to promote good relationships.	Application form and interview

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<b>DISPOSITION/ ATTITUDE</b>	<p>Demonstrate the ability to work on own initiative, prioritise own workload, and work to a high degree of accuracy.</p> <p>Must be literate, numerate, well organised, flexible, and self-motivated.</p> <p>Remain calm under pressure when resolving customer queries and meeting tight deadlines.</p> <p>Assertive and proactive with commitment to high standards of service and delivery</p>		Application form and interview
<b>SPECIAL REQUIREMENTS</b>			