

## ***Person Specification***

<b>Post title</b>	Corporate Customer Services Officer	<b>Grade</b>	C
<b>Department</b>	Transformation – Customer Experience	<b>Post ref</b>	ARC5174

<b>Competencies</b>	
<i>Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.</i>	
<b>Competency framework relevant to the post:</b>	<b>Employee</b>
	<b>Assessment</b>
Seeing the big picture	Application Form / Interview
Changing, learning and improving	Application Form / Interview
Communication	Application Form / Interview
Team Working	Application Form / Interview

<b>Skills</b>	<b>Essential / Desirable</b>	<b>Assessment</b>
Excellent customer care skills.	Essential	Application Form / Interview
Excellent communication skills.	Essential	Application Form / Interview
Ability to assist customers in the use of digital solutions.	Essential	Application Form / Interview
Ability to take initiative and resolve problems.	Essential	Application Form / Interview
Good organisational skills.	Essential	Application Form / Interview
Ability to remain calm under pressure and deal effectively with distressed, agitated or irate customers.	Essential	Application Form / Interview
Ability to work unsupervised and be confident in decision making.	Essential	Application Form / Interview

<b>Knowledge</b>	<b>Essential / Desirable</b>	<b>Assessment</b>
Knowledge of local government.	Desirable	Application Form / Interview
Ability to operate digitally and with IT systems including Microsoft packages and email.	Essential	Application Form / Interview

<b>Experience</b>	<b>Essential / Desirable</b>	<b>Assessment</b>
Previous experience of working with the public face to face and/or on the telephone.	Essential	Application Form / Interview
Experience of working in a customer service role within a complex organisation such as a multi service company, bank or local authority.	Desirable	Application Form / Interview
Experience of working in a team environment.	Essential	Application Form / Interview
Experience of Local Government Revenues work.	Desirable	Application Form / Interview

<b>Qualifications</b>	<b>Essential / Desirable</b>	<b>Evidence</b>
Level 2 or equivalent in a relevant subject.	Essential	Application Form

<b>Other Requirements</b>	<b>Essential / Desirable</b>	<b>Assessment</b>
Reliable in relation to attendance and meeting agreed commitments.	Essential	Application Form / Interview
Willingness to be flexible, self-motivated and have good attention to detail.	Essential	Application Form / Interview
Awareness of equality and diversity principles, particularly in customer service delivery.	Essential	Application Form / Interview
Willingness to work in any specified location where the Council operates a contact point/reception.	Essential	Application Form / Interview

<b>Equality Act 2010</b>
<p>The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made.</p> <p>If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.</p>

<b>Date produced / last amended</b>
April 2022