

Person Specification

Post title	Triage Assessment Officer	Grade	C
Department	Place - Community Safety	Post ref	ACP0445

Competencies

Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency

Competency framework relevant to this post:	Employee Framework	
	Essential / Desirable	Assessment
Seeing the big picture	Essential	Application Form
Changing learning and improving	Essential	Application Form
Communicating	Essential	Application Form / Interview
Team Working	Essential	Application Form / Interview

Skills	Essential / Desirable	Assessment
Excellent verbal and written communication skills to understand the nature and complexity of the complaint/referral and ensure this is fully documented.	Essential	Application Form / Interview / Test
Able to communicate with people effectively, empathise and deal with people sensitively and positively.	Essential	Application Form / Interview
An ability to work in a team and support colleagues positively.	Essential	Application Form / Interview
Using your initiative, being proactive and meeting deadlines.	Essential	Application Form / Interview
An ability to remain calm under pressure.	Essential	Application Form / Interview / Test
Able to form and maintain productive working relationships with a range of stakeholders and relate to individuals from a wide range of backgrounds.	Essential	Application Form / Interview

Knowledge	Essential / Desirable	Assessment
Knowledge of challenges that residents living in Ashfield may face.	Essential	Application Form / Interview / Test
A good knowledge of data protection legislation and principles.	Desirable	Application Form / Interview

Experience	Essential / Desirable	Assessment
Working in a demanding customer facing environment.	Essential	Application Form / Interview
Using IT for administrative purposes including Microsoft Office.	Essential	Application Form / Interview / Test
Working with partner agencies.	Desirable	Application Form / Interview
Monitoring budgets, invoicing/raising purchase requisitions.	Desirable	Application Form / Interview

Qualifications	Essential / Desirable	Evidence
4 GCSEs or equivalent or holding substantial office experience.	Essential	Application Form/ Qualifications

Additional information / other requirements of the post

- The employee will be required to occasionally work out of normal working hours/attend evening meetings /work weekends and/or bank holidays as part of their role.
- Enhanced DBS Check

Date produced / last amended

January 2025