Ashfield
DISTRICT COUNCIL

Job Profile

Post title: Triage Assessment Officer

Department: Operations - Community Safety

Job families: Support Services

Grade: C

Responsible to: Triage Team Leader

Employees managed: Not Applicable

Date of issue: August 2026

Person Specification

Essential upon appointment	Desirable on appointment
Knowledge / Qualifications • Able to form and maintain productive working relationships with a range of stakeholders and relate to individuals from a wide range of backgrounds • 4 GCSEs or equivalent or holding substantial office experience	• A good knowledge of data protection legislation and principles
Experience • Working in a demanding customer facing environment • Using IT for administrative purposes including Microsoft Office.	• Working with partner a Agencies • Monitoring budgets, invoicing/raising purchase requisitions
Skills • Excellent verbal and written communication skills to understand the nature and complexity of	

the complaint/referral and ensure this is fully documented • Able to communicate with people effectively, empathise and deal with people sensitively and positively. • An ability to work in a team and support colleagues positively. • Using your initiative, being proactive and meeting deadlines • An ability to remain calm under pressure • Able to form and maintain productive working relationships with a range of stakeholders and relate to individuals from a wide range of backgrounds	
Other Requirements • 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.	

Equality Act 2010

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.

If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.