Mansfield District Council

Person Specification

Post title	Customer Relations Officer	**Grade**	3
Department	Customer and Operations, Neighbourhood Services	**Post ref**	DTW26

Competencies	
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.	
Competency framework relevant to the post:	**Employee Assessment**
Seeing the Big Picture	Application Form/Interview
Communication	Application Form/Interview
Team Working	Application Form/Interview
Delivering Value for Money and Quality Services	Application Form/Interview

Skills	**Essential / Desirable**	**Assessment**
Providing good customer service	Essential	Application Form/ Interview
Working effectively as part of a team	Essential	Application Form/ Interview
Good communication skills	Essential	Application Form/ Interview

Knowledge	**Essential / Desirable**	**Assessment**
Knowledge of Microsoft Office package and other computer applications.	Essential	Application Form/ Interview
Knowledge of marketing and sales techniques	Essential	Application Form/ Interview
Knowledge of account management processes	Desirable	Application Form/ Interview
An understanding of waste management as related to Waste Disposal Authority (WDA)'s and Waste Collection Authority (WCA)'s	Desirable	Application Form/ Interview
Environmental knowledge including legislation e.g. Environmental Protection Act	Desirable	Application Form/ Interview

Experience	**Essential / Desirable**	**Assessment**
Experience of dealing with customers and/or complaints	Essential	Application Form/ Interview
Preparing and presenting reports within a political environment.	Desirable	Application Form/ Interview

Experience of working in a fast paced account management/sales environment and/or environmental services	Desirable	Application Form/ Interview

Qualifications	Essential / Desirable	Evidence
Level 3 in business administration or Level 3 environmental qualification/other relevant subject.	Essential	Application form/ Documentary Evidence
PRINCE 2 Project Management	Desirable	Application form/ Documentary Evidence
To hold Level 4 COTC in Hazardous Waste Management	Desirable	Application form/ Documentary Evidence
UK driving licence	Desirable	Application form/ Documentary Evidence

Additional information / other requirements of the post
• The postholder is eligible for casual car user allowance. • The post involves driving and the postholder will be required to undertake relevant DVLA licence checks. • The employee will be required to work out of normal working hours/attend evening meetings 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.

Date produced / last amended	
November 2026	