Mansfield District Council

Person Specification

Post title	Customer Liaison, Policy and Standards Officer	**Grade**	4
Department	Neighbourhood Services	**Post ref**	

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 excellent customer service and ability to use initiative to respond to resolve problems	Essential	Application Form/ Interview
Ability to support the development of policies relating to service area	Essential	Application Form/ Interview
Ability to support the development of service standards for relevant services	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	Desirable	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	Essential	Application Form/ Interview
Environmental knowledge including legislation e.g. Environmental Protection Act	Essential	Application Form/ Interview

Experience	**Essential / Desirable**	**Assessment**
Successfully resolving variety of customer queries and/or complaints	Essential	Application Form/ Interview

Providing information and advice in a customer service environment Preparing and presenting reports within a political environment.	Essential Desirable	Application Form/Interview Application Form/ Interview
Experience of working in a fast paced account management/sales environment and/or environmental services	Desirable	Application Form/ Interview
Experience of developing service standards and engaging with relevant stakeholders	Desirable	Application Form/ Interview
Experience of supporting the development of policies and engaging with relevant stakeholders	Essential	Application Form/ Interview

Qualifications	**Essential / Desirable**	**Evidence**
. NVQ Level 3 or similar equivalent (preferably in business administration or environment) or NVQ Level 2 with extensive experience in working in relevant environment	Essential	Application form/ Documentary Evidence
PRINCE 2 Project Management	Desirable	Application form/ Documentary Evidence
Valid full 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	