

<b>Designation:</b>	<b>Contract Support Officer</b>
<b>Grade:</b>	<b>Stroud 4</b>
<b>Responsible to:</b>	<b>Senior Asset Information and Support Officer</b>
<b>Service Area:</b>	<b>Tenant Services</b>
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Good general education with at least 5 GCSEs grades C or above including Maths and English

### EXPERIENCE

- Experience of managing and developing staff
- Excellent written and verbal communication skills
- Experience of comprehensive business support
- Experience of accurate data administration
- Proven ability to work effectively as part of a team
- Experience in the use of ICT preferably including MS Office (Word and Excel)

### SKILLS & KNOWLEDGE

- Proactive, takes initiative and well organised in delivering an administration role
- Excellent written and verbal communication skills.
- To be competent in all Microsoft packages and be able to work with large amounts of data for the production of reports
- Understanding of Contract management

### PERSONAL ATTRIBUTES

- Customer focused, being able to deal with customers, both on the phone and face to face

### OTHER

- Committed to working for an employer that values diversity and equality of opportunity

## DESIRABLE CRITERIA

### QUALIFICATIONS

- IT qualification

### EXPERIENCE

- Experience using a data management system

### SKILLS & KNOWLEDGE

- Experience of procurement

## CORE COMPETENCIES

### 1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

### 2. Customer Focus

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment of understanding and meeting their needs, in line with policies.

### 3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

### 4. Innovating

You will be able to seek better, more effective ways of delivering services.

### 5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

### 6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.