

PERSON SPECIFICATION

June 2022

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| Designation: | Business Support Officer (Licensing)(Temporary) |
| Grade: | Stroud grade 3 |
| Responsible to: | Licensing Manager |
| Service Area: | Environmental Health |
| Post Number: | |

ESSENTIAL CRITERIA

QUALIFICATIONS

- 5 GCSE passes A-C (or equivalent) to include English Language and Mathematics

EXPERIENCE

- Experience of working in a role that provides a customer care service and/or administration skills

SKILLS & KNOWLEDGE

- IT Literate including Microsoft Office

PERSONAL ATTRIBUTES

- Willingness to work flexibly in a small team.
- Ability to deal confidently and effectively on a face to face, telephone or online basis with enquiries from members of the public, officers, and other organisations.
- Ability to use tact and diplomacy and deal with difficult customers
- Ability to manage own time and workload
- Ability to work to tight deadlines and cope with interruptions
- Ability to understand and maintain confidentiality
- Good attention to detail and ability to accurately record data

OTHER

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

DESIRABLE CRITERIA

QUALIFICATIONS

- NVQ in business support, customer care or equivalent
- ICS award or equivalent

EXPERIENCE

- Experience in the use of UNIFORM software.

- Experience of working in a licensing role

SKILLS & KNOWLEDGE

- Knowledge of licensing functions

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 Service**

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 to understanding and meeting their needs, inline 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.