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| <b>Designation:</b>    | <b>Senior Community Services Officer (NHW/Community Alarm)</b> |
| <b>Grade:</b>          | <b>Stroud</b>  |
| <b>Responsible to:</b> | <b>Community Services Manager</b>                              |
| <b>Service Area:</b>   | <b>Community Services</b>                                      |
| <b>Post Number:</b>    |  |

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- At least 5 GCSE's (or equivalent) at Grade C, including English and Maths

### EXPERIENCE

- Accustomed to working within the community
- Experience of delivering community alarm systems
- Experience of the Crime and Disorder Act
- Experience of the Environmental Protection Act
- Experience of working to and within a target performance driven team
- Experience of resource management and how and when this needs to be deployed
- Experience of relationship management and the role this plays within the service delivery

### SKILLS & KNOWLEDGE

- Ability to effectively communicate and negotiate whilst working within a challenging environment understanding the dynamics of the various customers
- Ability to manage, support, motivate and lead a team
- Good literary and financial skills
- Excellent standards of written and verbal communication, including presentation skills
- Proficient in the use of IT (including MS Office)
- Ability to work effectively in a political environment
- Ability to embrace changes and continue to develop specialist skills to the benefit of the service
- To understand the national and local policies affecting Community Services

### PERSONAL ATTRIBUTES

- Attention to detail with a can do attitude to delivering objectives of the service
- Is approachable, personable and persuasive
- Able to work within a team but also act on own initiative
- Willing to learn and take on extra duties & responsibilities as required
- Able to work under pressure, remaining calm when dealing with clients
- To achieve set targets with additional value
- Willing to work outside normal office hours as required from time to time within the flexible hours scheme

## DESIRABLE CRITERIA

### QUALIFICATIONS

- ILM or equivalent Management Qualification or willingness to work towards

### EXPERIENCE

- Experience of budget management

## 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 o 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.

### 7. **Conscientiousness**

You will be able to be conscientious in the work you do and demonstrate that you can work in an organised and orderly manner.

You will be able to demonstrate that you can be industrious in the way you work.