

<b>Designation:</b>	<b>Assistant Duty Officer Apprenticeship</b>
<b>Grade:</b>	<b>Stroud 1</b>
<b>Responsible to:</b>	<b>Senior Community Services Officer/ Building Programmes Manager</b>
<b>Service Area:</b>	<b>Property Services</b>

## ESSENTIAL CRITERIA

**QUALIFICATIONS :** Good General Standard of Education – minimum of grade 3 GCSE in Maths and English.

### EXPERIENCE:

- Experience of working with the public

### SKILLS & KNOWLEDGE:

- Good communications skills both verbal and written
- A basic understanding of administrative processes and systems
- IT Literate
- Ability to manage own time and workload
- Ability to operate as part of a team
- Ability to adhere to working procedures and policy

### PERSONAL ATTRIBUTES

- A willingness to undertake all training and development initiatives as required

### OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- To work within Health and Safety guidelines in accordance with the Health and Safety at Work Act

## DESIRABLE CRITERIA

## 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.