

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

SKILLS & KNOWLEDGE

- Ability to effectively communicate and negotiate whilst working within a challenging environment understanding the dynamics of the various customers
- Good literary skills
- Excellent standards of written and verbal communication, including presentation skills
- Proficient in the use of IT (including MS Office)
- Ability to embrace changes and continue to develop specialist skills to the benefit of the service

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

OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Have a sufficient level of physical fitness to carry out the duties required
- Committed to working for an employer that values equality of opportunity and deliver this within the service area
- Full Driving licence

DESIRABLE CRITERIA

QUALIFICATIONS

- IT user qualification
- 5 GCSE's grades C or above including Maths and English or equivalent

EXPERIENCE

- Having worked in a public facing environment

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.

Outer layers of the competency framework apply with Management and Leadership roles.