

## PERSON SPECIFICATION

Job Title:	Post No:	Grade:
Talk Community Customer		HC05
Services Officer		
Directorate:	Division/	Section/
	Department:	Location:
Adults and Communities	Talk Community Operations	Blue School House,
		Hereford

All candidates will be considered on their ability to meet the requirements of the person specification	Requirements	Method of Assessment*
Experience	<ul> <li>Experience of</li> <li>Working with customers face-to-face and on the telephone.</li> <li>Using ICT systems to update and extract information.</li> <li>Completing forms and writing letters.</li> <li>Dealing with customers in a public services environment.</li> <li>A range of local authority services.</li> <li>Cash handling and working with payment systems.</li> <li>Implementing change and introducing new practices.</li> <li>Flexible working to maintain service delivery.</li> </ul>	Application / test / interview
	<ul> <li>Track record of</li> <li>Working positively within a wider team including through line management.</li> <li>Resolving customer problems and handling cases to address a combination of issues.</li> <li>Understanding of operating with confidential sensitive information.</li> </ul>	Application / Interview Application /
Skills and Abilities Including personal attributes. Consider if project management skills are needed.	Effective customer care skills with the ability to be firm but tactful with members of the public.	Interview Interview
	<ul> <li>Must be an effective `team player` with the ability to contribute towards team working and objectives.</li> </ul>	
	Strong willingness to learn and adapt to new situations.	
	Work accurately and systematically in a	

	multi-task environment with frequent interruptions.	
	<ul> <li>Ability to assess customers' needs and wants by appropriate questioning and probing, including where sensitive issues are involved.</li> </ul>	
	Ability to learn and apply new rules and processes quickly.	
	<ul> <li>Ability to explain complex rules and regulations simply and in non-technical terms.</li> </ul>	
	Positive approach in working with the public, other team members and colleagues within the local authority.	
	<ul> <li>Ability to relate to and handle customers who may be angry or distressed.</li> </ul>	
	<ul> <li>Excellent communication skills including verbal and written.</li> </ul>	
	Ability to make decisions based on information received.	
	<ul> <li>Awareness of equality and diversity requirements and considerations.</li> </ul>	
	Adaptable to a changing environment embracing new opportunities and developments.	
Qualifications and Training	A minimum of 4 GCSE subjects at grade 4 and above including English Language, or equivalent level of knowledge gained by other means.	Show proof of course / qualifications
	Possess or be actively studying for a suitable qualification – NVQ2 or equivalent – relevant to customer services.	
	Continuous development Customer Services training.	
	ECDL or equivalent IT qualification.	
Other Factors Eg. ability to work shifts, physical requirements (with adaptations where appropriate), ability to drive or to travel around the county	Commitment to council's ethos of equality and inclusion.	Application / Interview
	Self-motivated, enthusiastic, approachable and helpful.	
	Committed to the highest levels of customer care and service delivery.	
	Ability to use own initiative by agreement.	
	Ability to travel to different locations in the county with flexible hours including evenings and weekends.	
	To be flexible and able to adapt to changing working requirements which could include lone working, coach colleagues and	

undertake work shadowing /relief cover. Commitment to council's ethos of equality and inclusion	

<sup>\*</sup>Method of Assessment: AF = Application Form; I = Interview; P= Presentation

Line Manager Name:	Date:
Date person spec last reviewed:	September, 2020