**SURREY HEATH BOROUGH COUNCIL**

**PERSON SPECIFICATION & COMPETENCY FRAMEWORK**

***Please note: The criteria specified on this form will be used as guidance when short listing all applications and again at interview. Please ensure you provide evidence within your Application, giving examples where appropriate, as to how you meet the specified requirement for the job. Thank you.***

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| **Service: Transformation** | **Job Title: COVID Ambassador** | |
| **Team: Economic Development** | **Post Number:** | |
| **KNOWLEDGE & EXPERTISE (including qualifications/education, training, experience, skills, ability and knowledge):**  **ESSENTIAL :**   * Educated to GCSE Standard with passes in English and Mathematics * Knowledge / experience of the Councils legislation and services offered * IT literate with excellent keyboard skills, with ability to use various software packages including Word and Excel. * Excellent written and oral communication skills * Experience of working in a pressurised, Customer focused environment for a minimum of 12 months * Can demonstrate flexibility * Enthusiastic team player * Proven previous experience working in a public facility/customer facing role   **DESIRABLE :**   * Understand the importance of Health and Safety procedures. | | **ASSESSMENT METHOD**  (A : application)  (I : interview)  (E : exercise) |

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| **RELATIONS WITH PEOPLE (internal & external) (including Communication and Customer Service):**  **ESSENTIAL :**   * Ability to develop working relationships with all Teams in the organisation and related agencies * Ability to defuse confrontation and still deliver the service in a pleasant manner, developing relationships that foster good practice. * An approach and style that fosters confidence and assurance in management, work contacts and staff. * Skilful communicator, giving Customers advice clearly and concisely * Positively contribute to achieving the Council’s Customer service standards, using the agreed salutation and ensuring that all interactions are positive and professional | **ASSESSMENT METHOD**  (A : application)  (I : interview)  (E : exercise) |

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| **CREATIVITY AND INNOVATION:**  **ESSENTIAL :**   * Ability to make unprompted extra effort with Customers * Enthusiasm for continuous learning and development * Taking ownership of Customer’s problems in an empowered way * Proactively taking responsibility for the quality of service delivery for all internal and external Customers * Ability to problem solve and think logically in terms of service delivery and development. * A style that constantly seeks improvements to service delivery and efficiency. | **ASSESSMENT METHOD**  (A : application)  (I : interview)  (E : exercise) |

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| **FINANCIAL ACCOUNTABILITY:**  **ESSENTIAL :** None | **ASSESSMENT METHOD**  (A : application)  (I : interview)  (E : exercise) |

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| **IMPACT UPON THE ORGANISATION AND THE COMMUNITY:**  **ESSENTIAL :**   * Participate in Council projects as and when necessary e.g. involvement in service improvement or undertaking Customer satisfaction surveys, exercises and performance monitoring processes * To take responsibility for the quality of service and to contribute to the teams objectives * Maintain and continually strive to deliver excellent Customer service skills * Be responsive to the values of equality and diversity policies | **ASSESSMENT METHOD**  (A : application)  (I : interview)  (E : exercise) |

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| **LEADERSHIP (including Management and Supervisory Responsibilities):**  **ESSENTIAL :**   * Ability to work as part of a Team with minimum supervision * Remain calm and logical at all times | **ASSESSMENT METHOD** |

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| **INITIATIVE AND INDEPENDENT ACTION:**  **ESSENTIAL :**   * Able to commit to on-going personal and professional development * Effective and confident communicator * Confidence and ability to deal with internal and external customers on a daily basis. * High level of personal organisation and motivation. * Ability to organise daily operations. * Ability to make quick operational decisions in response to arising issues. | **ASSESSMENT METHOD**  (A : application)  (I : interview)  (E : exercise) |

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| **PLANNING, ORGANISING & PRIORITISING:**  **ESSENTIAL :**   * Ability to prioritise own work and demonstrate flexibility under pressure * Ability to deal with high volumes of customer contacts whilst still delivering excellent customer service. * Take ownership of Customer enquires and provide feedback   **DESIRABLE :**   * Time management skills | **ASSESSMENT METHOD**  (A : application)  (I : interview)  (E : exercise) |

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| **HEALTH & SAFETY:**  **ESSENTIAL :**   * To be aware and carry out all relevant Health and Safety legislation and practises within a local authority * Understanding of the need to comply with Health & Safety recommendations | **ASSESSMENT METHOD**  (A : application)  (I : interview)  (E : exercise) |

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| **PERSONAL ATTRIBUTES:**  **ESSENTIAL :**   * Polite, patient and understanding communicator * A flexible “Team Player”, professional and enthusiastic * Adapt behaviour to each Customer, and deal with all Customers as you would wish to be treated yourself * Flexibility in working hours to support customer and team needs. * Honesty and integrity * Able to work comfortably with conflicting workplace demands and pressures * Physically fit and able to regularly and routinely patrol the area on foot. * Positive and progressive style | **ASSESSMENT METHOD**  (A : application)  (I : interview)  (E : exercise) |