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Newcastle-under-Lyme Borough Council

PERSON SPECIFICATION

Job Title: Property Support Assistant

Grade: 6

Post Ref:

Date: August 2024

FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE	HOW ASSESSED
(1) Relevant Experience	Experience of working within a medium sized team either within the public or private sector in an administrative function.	Application form / interview	Knowledge of property management	Application form / interview

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(2) Formal Academic Qualifications	Minimum 5 GCSEs at grade A-C (or equivalent) including English or Maths.	Application Form / certificates		
(3) Vocational Qualifications and Training	Working knowledge of Microsoft Office applications, sufficient to input and retrieve data, e.g. using packages such as Word, Excel and Outlook for email.	Application form / interview		

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(4) Specialist Knowledge			Some experience of working with property and assets functions and / or public sector experience.	Interview
(5) Special Working Conditions	All employees are required to comply with the Authority's No Smoking Policy.	Application form / interview		

(6) Core Competencies	DEFINITION	HOW ASSESSED
<i>Planning and Organising</i>	<ol style="list-style-type: none"> 1. Has the ability to organise own time effectively and creates own work schedules, prioritises, prepares in advance and sets realistic timescales. 2. Accepts constructive feedback and makes adjustments accordingly. 3. Shows an awareness of how their actions affect others. 4. Deals with ambiguity and remains focused / positive and able to adjust to changes. 5. Adapts and works effectively in different situations in order to carry out a variety of tasks, whilst remaining calm and level-headed under pressure. 	Interview
<i>Continuous Improvement</i>	<ol style="list-style-type: none"> 6. Awareness of own shortfalls and takes charge of personal development to keep skills up-to-date whilst developing knowledge within a particular area through learning. 	Interview
<i>Job Knowledge</i>	<ol style="list-style-type: none"> 7. Is well informed and educated in performing to the level expected for the job. 8. Seeks to understand how their job supports the strategic direction of the Authority. 	Interview / Application Form

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(6) Core Competencies	DEFINITION	HOW ASSESSED
<i>Communication</i>	<ol style="list-style-type: none">9. Communicates information clearly, accurately, positively and in a timely manner.10. Listens attentively and responds thoughtfully to the needs, ideas and opinions expressed by others.11. Demonstrates required skill in all forms of written, oral and technological communication.12. Changes communication style and approach to meet the preference of those with whom they are dealing with or of people from diverse backgrounds.13. Explains reasons for the actions and seeks others opinions.	Interview
<i>Customer Service and Support</i>	<ol style="list-style-type: none">14. Provides excellent service to external / internal customers by focusing on understanding and meeting customer needs.15. Regularly seeks feedback in order to identify areas of improvement within the customer focused systems / processes.16. Treats diverse range of customers with respect and understanding.17. Responds to requests in a timely and courteous manner and always strives to represent a positive image of the Authority.	Interview

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<i>Leadership/ Management</i>	18. Promotes a trusting and empathetic environment and equality of opportunity.	Interview
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(6) Core Competencies	DEFINITION	HOW ASSESSED
	19. Makes decisions confidently and quickly when necessary. 20. Is aware of risk and uses this knowledge when making decisions.	

<i>Change Management</i>	21. Demonstrates a continuous positive attitude whilst embracing change initiatives.	Interview
<i>Managing Performance</i>	22. Effectively plans, monitors and controls their own performance. 23. Actively helps others to improve performance and provides constructive feedback.	Interview

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(6) Core Competencies	DEFINITION	HOW ASSESSED
	24. Treats mistakes and problems as an opportunity for learning. 25. Celebrates successes and treats them as an opportunity for learning.	
<i>Treating People Fairly</i>	26. Has the ability to demonstrate through behaviour and language, commitment to the council's Equal Opportunities Policy, both within the workplace and in service provision.	Interview
<i>Health and Safety</i>	27. Demonstrates basic understanding of Health and Safety responsibilities within the workplace.	Interview

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