



ADUR & WORTHING  
COUNCILS

**Person Specification**

<b>Authority:</b>	ADC
<b>Directorate:</b>	Communities
<b>Section:</b>	Housing
<b>Post Title:</b>	Complaints & Enquiries Assistant
<b>Post Number:</b>	
<b>Accountable to:</b>	Resources and Performance Team Leader
<b>Management responsibility for:</b>	None
<b>Authority to liaise with:</b>	Council staff and managers, elected members and MPs, customers, contractors, other stakeholders

Area	Requirements	
Qualifications	Essential	Desirable
	equivalent experience	Business Administration NVQ or equivalent
<b><i>Professional Registration (where applicable)</i></b>		
Knowledge & Experience		
(e.g. Technical, Administrative, Managerial – use one or more categories as/where appropriate)	<p>Experience of dealing with customer complaints and enquiries</p> <p>Experience of researching information, drawing conclusions and negotiating resolutions</p> <p>Experience of dealing directly with customers in person, on the telephone, by email and by letter.</p>	<p>Experience of dealing with complaints in a public sector organisation</p> <p>Knowledge of Housing Services</p> <p>Previous experience of carrying out investigations/investigative interviews</p>

	<p>Knowledge of data protection requirements including GDPR</p> <p>Experience of working in a busy, customer focussed service, managing multiple tasks</p> <p>Experience of using databases and spreadsheets for record keeping</p>	
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**Skills**

<p>Communication/ relationship</p>	<p>Builds positive and productive working relationships with a wide variety of individuals including, staff, managers, elected members, customers and contractors.</p> <p>Able to handle conflict and manage sensitive issues to achieve positive outcomes.</p> <p>Speaks confidently, conveying clear messages to a wide range of listeners</p> <p>Conveys written information clearly and accurately to a wide range of recipients</p> <p>Secures positive outcomes through persuasive and balanced negotiation with internal and external stakeholders and all levels</p> <p>Has an analytical approach and professional curiosity to examine complaints, capture learning and propose changes</p> <p>Demonstrates a clear commitment to the team approach; exchanging ideas and providing support to colleagues</p>	
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	Committed to securing the best possible service and outcomes for customers	
Analytical/ judgmental	Draws logical and accurate conclusions from sometimes complex information  Demonstrates an eye for detail, and good concentration	
Planning/ organisational	Able to prioritise own workload to ensure deadlines are met	
IT	Competent user of IT packages, especially word processing and spreadsheets	Competent user of google sheets, docs and shared folders
<b>Abilities</b>		
Mental	Good numerical and literacy skills  Able to deal with conflicting demands	
Emotional	Resilient in the face of disagreements and conflict  Able to work under pressure	
Working conditions / Style	Flexible	
<b>Other:</b> •		