



ADUR & WORTHING COUNCILS

Person Specification

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

Area	Requirements	
Qualifications	Essential	Desirable
	equivalent experience	Business Administration NVQ or equivalent
<i>Professional Registration (where applicable)</i>		
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>	
Skills		
Communication/ relationship	<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>	

	Committed to securing the best possible service and outcomes for customers	
Analytical/ judgmental	<p>Draws logical and accurate conclusions from sometimes complex information</p> <p>Demonstrates an eye for detail, and good concentration</p>	
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
Abilities		
Mental	<p>Good numerical and literacy skills</p> <p>Able to deal with conflicting demands</p>	
Emotional	<p>Resilient in the face of disagreements and conflict</p> <p>Able to work under pressure</p>	
Working conditions / Style	Flexible	
Other: •		