**Person Specification**

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| **JOB TITLE:** | Security and Assistance Officer |
| **GRADE:** | 5 |
| **POST NO:** | 2168, 01397, 4201 |
| **SERVICE:** | Help me with my financial/housing problem system |
| **UNIT:** | Customer Access |

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| **SELECTION CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **CATEGORY** |
| **QUALIFICATIONS** |  |  |  |
| GCSE English and Mathematics to Grade C or above **or** equivalent NVQ or work experienceBasic Numeracy and Literacy SkillsCompleted Door Supervisor Training and hold a current SIA license.Level 2 Award in Conflict Management | ✓✓✓✓ |  | CC/TCC |
| Ability to speak a foreign language or use sign languageCurrent Emergency First Aid at Work certificate |  | ✓✓ | A / CC |
|  |  |  |  |
| **EXPERIENCE / KNOWLEDGE / SKILLS** |  |  |  |
| At least 2 years experience of security, working with the public in a customer service environment | ✓ |  | A |
| Experience of utilising good interpersonal skills to deal with customers with varied needs in difficult and confrontational situations | ✓ |  | A/I |
| Ability to use Microsoft applications and key corporate applications as appropriate to manage customer transactions | ✓ |  | A/I |
| Proficient use of the internet, online forms and basic IT knowledge | ✓ |  | A/I |
|  |  |  |  |
|  |  |  |  |
| Knowledge of local government organisational structures and procedures |  | ✓ | A/I |
|  |  |  |  |
| Technically able to assist with equipment used in committee rooms, such as projector, sound system etc. |  | ✓ | A/I |
| **SPECIAL REQUIREMENTS / ATTITUDE** |  |  |  |
| Ability to cope calmly and appropriately to diffuse potentially difficult situations | ✓ |  | A/I |
| Ability to listen carefully and assimilate information in order to establish customer needs | ✓ |  | A/I |
| Ability to deal with all customers in an empathetic and consistent manner. | ✓ |  | A/I |
| Enjoy working as a member of a team and be willing to contribute positively | ✓ |  | A/I |
| Be adaptable and flexible to suit operational needs | ✓ |  | A/I |
| Be approachable and empathetic, yet firm and assuredExcellent verbal communication skillsSkilled in defusing and resolving conflictAble to safely apply physical interventionConfident decision maker | ✓✓✓✓✓ |  | A/IIC/II/TI |
| **OTHER** |  |  |  |
| Adequate physically fitness to carry out all duties | ✓ |  | A / I / T |
| Capable of standing for long periods | ✓ |  | A / I |
| Required to wear a uniform | ✓ |  | A / I |

#  LAST UPDATED: February 2016