



Person Specification

Note To Applicants

The points that are marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

The points that are marked 'D' are the desirable requirements that enhance a person's capacity to do the job.

Job Title	One Front Door (OFD) Advisor
Grade	5
Directorate	Families and Wellbeing
Service	IM Tier

Criteria

Experience		
1. Experience working in a clerical /administrative/computer environment.	A/I	D
2. Experience in a Social Care / Healthcare setting.	A/I	D
3. Knowledge of physical /sensory disability / older people and areas of support available to them.	A/I	D
4. Shift working including working nights	A/I	D
5. Experience of working in a customer facing environment		D

Skills and Abilities		
1. Excellent communications and interpersonal skills.	A/I	E
2. Good organisational skills and be able to prioritise workload	A/I/T	E
3. Customer focussed and responsive to customer needs	A/I/T	E

4. Sympathetic approach to customer care and strong public relation skills	A/I	E
5. Proficient in IT with knowledge of Microsoft Office (or equivalent).	A/I	E
6. Ability to work accurately under pressure and to tight deadlines to provide a high-quality service delivery and respond positively and promptly to change.	A/I	E
7. Ability to work effectively as a member of a team, co-operating and supporting colleagues.	A/I	E
8. Ability to work on own initiative and in a busy environment, with a minimum of supervision.	A/I	E
9. Ability to embrace new technology and an innovative approach in dealing with changing requirements	A/I	E
10 Ability to analyse, interpret and respond positively to enquiries.	A/I/T	E
11. Flexible approach to work.	A/I	E
12. The ability to converse at ease with customer and provide advice in accurate spoken English is essential for the post.	A/I	E
13. Flexible approach to work, with an ability to respond to varied requirements, prioritise accordingly and work effectively to tight deadlines.	A/I	E
14. Be able to work alone and take responsibility for decisions in relation to the job	A/I	E
15. Ability to undertake appropriate training including a compulsory induction programme of up to 2 weeks (due consideration will be given to those applicants with caring responsibilities or disability).	I	E

Education, Qualifications and Knowledge		
1. Minimum of 3 GCSE passes or equivalent, (e.g. 'O' Levels at grade C or above)	C	E
2. NVQ level 3 in Business Administration or equivalent (e.g. BTEC National)	C	D
3. NVQ level 3 in Customer Care or equivalent.	C	D

Other Requirements		
1. Availability to work flexibly over opening hours.	A/I	E

2. Availability to work at any customer service location within the Borough, in accordance with the needs of the service. Consideration will be given to special circumstances.	A/I	E
3. To undertake regular performance reviews with the line manager, agree targets and objectives for continuous improvement and undertake training as and when required.	A/I	E
4. To provide ad hoc cover as and when required ensuring the efficient operation of the Service.	A/I	E
5. The Contact centre is a 7 day a week, 24 hours a day operational service, therefore working on Bank Holidays is expected according to the needs of the service.		

Commitment To Equal Opportunities		
Ability to understand and demonstrate commitment to equality and diversity within the context of the relevant service.	A/I	E

Commitment To Service Delivery / Customer Care		
Committed to providing an excellent customer experience and embedding customer focus in all aspects of service delivery.	A/I	E

Climate and Sustainability		
Holds a Carbon Literacy Certificate (or related qualification), or willing to undertake Carbon Literacy related training, in support of the council's climate and sustainability objectives.	A/I	E

Methods of Assessment Key		
A Application Form	I Interview	C Certificate
T Test	P Presentation	AC Assessment Centre

Review Arrangements
The details contained in this person specification reflect the experience, skills, abilities, qualifications etc required of the jobholder. It is acknowledged that these may change over time. Consequently,

the Council may revise this person specification from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Peter O'Reilly
Role	IMC Deputy Team Manager
Date	25/02/2025