

Shropshire Council Person Specification

Post of: Area HQ Manager

Please ensure that the Job Description and Person Specification are used as a guide when completing your application form. Please pay particular attention to those criteria below which are indicated as being assessed via the application form. You are expected to use the application form as a means to demonstrate, with examples, how you meet the person specification criteria below – a re-wording of the criteria listed will not guarantee an interview.

Attributes	Essential (E)	Desirable (D)	Method of Assessment A – application form, S – scenario, I – interview, T – test, P - portfolio
Qualifications (or equivalent skills)	Good standard of education minimum 5 GCSE's grades A-C or equivalent including English and Maths (E) H & S qualification i.e IOSH (D)		AF/I/ C
Work Experience and Vocational Training	Extensive experience of delivering services in a customer focused manner(E) Proven ability of managing, or supervising and motivating a Team with a supportive approach (E) Experience of working in a local authority (customer services or frontline service delivery) or similar organisation at Team Leader/Supervisory level(D) Willingness to undertake further job related training as required(E) Understanding of and a customer focused approach(E) An understanding of Health and Safety legislation and practice and its application to the management of premises(D)		AF/I
Other relevant experience / interests	A commitment to customer service, and responsiveness to the needs of the stakeholders(E) Evidence of driving and achieving improvement.(D)		

<p>Job-related personal skills</p>	<p>Oral communication skills sufficient to establish and maintain effective problem solving relations across and outside the Council(E) A commitment to partnership working that recognises and respects the need of all services based in the area HQ to provide consistently the agreed service to their customers(E) Ability to work independently(E) Excellent interpersonal skills (E) Ability to work flexibly and to tight deadlines.(E) Ability to prioritise between competing demands.(E) A flair for working co-operatively with others.(E) Commitment to equality of opportunity in employment and service delivery.(E) Numeracy and attention to detail.(E)</p>	<p>AF/I</p>
<p>Special Working Conditions</p>	<p>Candidates must be able to act as a role model for others demonstrating enthusiasm and commitment to the change culture and the objectives/aims of the council.(E) Smoking is not permitted in any Council building.</p>	

Prepared by: _____

Date: _____