

# Recruitment person specification

<b>Position title</b>	Customer Care Officer
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## Our Behaviours

### These apply to all posts

#### Respect

We're inclusive, we promote equality, we treat people with fairness, understanding and kindness and we consider others in our decisions and actions.

#### Integrity

We're open and honest, we take responsibility, we build trust and we pull together to do what's right for our residents, colleagues and city.

#### Flexibility

We're open minded, we keep it simple, we adapt to provide great service and find better ways of doing things. We embrace opportunities for shared working and learning.

## Role requirements

### Experience requirements

1. Experience of delivering customer-focused service and managing challenging customer interactions in a public sector organisation of comparable size, scope and complexity. [Essential]
2. Experience of working in a highly regulated environment, complying with legislation, policy and established procedures. [Essential]
3. Experience of working collaboratively in a fast-paced team environment to meet statutory deadlines and/or organisational service standards. [Essential]
4. Experience of applying policy and legislation while solving complex problems. [Desirable]

## **Knowledge, skills and understanding requirements**

1. Strong written communication skills, with a proven ability to convey complex information to diverse groups of internal and external stakeholders. [Essential]
2. Demonstrable capability as a learner, with evidence of continuing personal and/or professional development. [Essential]
3. Competent user of Microsoft Office applications, including Outlook, Word, Excel and PowerPoint. [Essential]
4. Knowledge of The City of Edinburgh Council's transport and parking policies. [Desirable]
5. Knowledge and understanding of operating within current parking and transport legislation and regulations. [Desirable]

## **Qualifications and training requirements**

1. Qualification level SVQ3 or equivalent experience. [Essential]

## **Job specific requirements**

1. Demonstrable ability to organise and prioritise work in a flexible way, balancing competing priorities in accordance with statutory deadlines and/or organisational service standards in a fast-paced team environment. [Essential]
2. Knowledge and experience of applying the principles of the General Data Protection Regulations [Essential]
3. Ability to interpret, analyse and manipulate complex information and data in various formats to provide customer-focused service. [Essential]
4. Knowledge and experience of the Council's procedures relating to complaints, Freedom of Information requests and Subject Access Requests. [Desirable]
5. Understanding of political sensitivity and the organisation's political environment [Desirable]