

Person Specification

JOB TITLE:	Problem Solving Officer - ASB	POST NO:	TBC
SCALE:	8	DEPARTMENT:	Safer Communities
DIVISION:	People and Communities	DIRECTOR:	Rob Hill
DATE:	November 2023	COMPLETED BY:	Clair George

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<p>Good knowledge of crime, disorder and quality of life issues, including an understanding of national policies, their application at local level and the role of local authorities, the police and other agencies.</p> <p>Knowledge of data handling, collections and case management processes and knowledge of relevant data protection legislation.</p>	
SKILLS & ABILITIES	<p>Strong written and verbal communication skills with the ability to write clear, and concise reports.</p> <p>Strong customer service skills and the ability to explain complex legislation clearly and concisely to members of the public and colleagues.</p> <p>Ability to analyse and evaluate information and make sound judgements after careful and systematic consideration of relevant information.</p> <p>Ability to conduct interviews, obtain statements, and prepare files for legal.</p> <p>Ability to work on own initiative and organise own workload.</p> <p>Ability to work on several complex projects simultaneously and respond quickly to changing priorities under pressure.</p> <p>Ability to keep accurate records, ensuring that decision making is well documented, including reason for action.</p> <p>Competent in the use of IT software packages including Microsoft Office and case management systems.</p>	
EXPERIENCE	At least two years' experience of working in a community safety or closely related field in a local authority or similar setting.	

	<p>Experience of working in a frontline role and effectively managing challenging conversations.</p> <p>Experience of partnership working and building good relationships with external stakeholders.</p> <p>Experience of collating evidence and writing statements</p>	
QUALIFICATIONS	<ul style="list-style-type: none"> • NVQ 2 Qualification and / or experience in a similar field. 	
PERSONAL CIRCUMSTANCES	<p>Ability to work flexible depending on the needs of the service including working occasional evenings and weekends.</p>	
EQUALITY	<ul style="list-style-type: none"> • Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities 	
CUSTOMER CARE	<ul style="list-style-type: none"> • Knowledge and understanding of effective customer care 	