

PERSON SPECIFICATION

TRAVELLERS' LIAISON OFFICER (PART TIME)

SKILLS	KNOWLEDGE	ATTAINMENT	ATTITUDE
ESSENTIAL	ESSENTIAL	ESSENTIAL	ESSENTIAL
<p>Communication (written and verbal)</p> <p>Interpersonal</p> <p>Time Management</p> <p>Organisational</p> <p>Interpretation of Legislation</p> <p>Computer literate</p> <p>Numeracy</p> <p>Negotiation skills with a range of people at all levels</p> <p>Mediation</p> <p>Problem solving</p> <p>Good listening skills</p> <p>Ability to manage conflict and difficult situations.</p>	<p>Good understanding of issues affecting the travelling community including law and legislation.</p> <p>Proven knowledge of Microsoft Office, including Word and Excel</p> <p>Working knowledge of office procedures and practices</p>	<p>5 GCSE's, Grades A – C to include English and Mathematics or equivalent</p> <p>Previous experience of dealing with the general public and/or the travelling community face to face and over the telephone.</p> <p>Experience of keeping accurate records (either in electronic or manual format).</p> <p>Driving licence and access to a vehicle/ ability to travel to locations across the East Cambridgeshire District.</p> <p>Experience of dealing with financial transactions</p>	<p>Professional</p> <p>Ability to work on own initiative</p> <p>Good interpersonal skills to develop and maintain effective working relationships</p> <p>Self Motivated</p> <p>Team Worker</p> <p>Proactive in resolving problems or issues</p> <p>Assertiveness</p> <p>Customer focused</p> <p>Committed to high quality of service</p> <p>Willing to be adaptable and flexible to meet changing service demands</p> <p>Enthusiastic and committed to achieving the Council's objectives</p> <p>Be non judgemental and recognise individuals, with individual needs and requirements</p>
DESIRABLE	DESIRABLE	DESIRABLE	DESIRABLE
		<p>Experience of Using a Customer Relationship</p>	<p>Politically Aware</p>

		<p>Management system.</p> <p>Previous experience of working in an enforcement role.</p>	
--	--	---	--