

Person specification



Post

Covid-19 Support Officer

Values

Our values framework sets out the behaviours that are important and that we expect everyone to demonstrate at work, regardless of grade and position.

The framework will set out our expectations about:

- how we do things
- how we treat others
- what we say and how we say it
- how we expect to be treated

We value:

- Connecting people, places, partnerships and working together
- Integrity and honesty to ensure that we are open and accountable
- Dynamic approach to the delivery of services with drive and energy
- Innovative people who like doing things differently and better

Specification



Personal qualities / Aptitudes / Behaviours

- Ability to respond to peak periods of work and work under pressure – Essential/Application
- Must be capable of managing own workload and working largely unsupervised - Essential/Application
- Customer orientated approach - Essential/Application
- Capable of delivering presentations and getting the message across to a wide audience both individually and en masse - Desirable/Application
- Professional, tactful, patient and diplomatic manner - Essential/Application
- Ordered analytical and methodical approach - Essential/Application
- Enthusiastic and willing to accept responsibility - Essential/Application

Education/ Qualifications

- Possess Public Health, Environmental Health or other relevant qualifications - Desirable/Application
- Management qualification e.g. Certificate in Management Studies/Diploma in Management studies - Desirable/Application

Experience/ Knowledge

- Experience of working in a local authority setting - Essential/Application
- Comprehensive knowledge of enforcement procedures and legislation - Essential/Application



- Manage proactive and reactive workloads - Essential/Application
- Experience of relevant Infection Prevention & Control, Infectious Disease investigation, Environmental Health, Public Health, Project Management, etc. – Essential/Application
- Experience with leading proactive projects aimed at improving community health and/or safety - Essential/Application
- Experience in the use of Microsoft Office packages including Excel and Word - Essential/Application
- Data analysis - Desirable/Application
- Knowledge of district council area - Desirable/Application

Skills and Abilities

- Analytical skills to interpret information and/or situations - Essential, Application/Interview/Test
- Ability to assess and prioritise workload according to urgency and need and in accordance with statutory deadlines, performance targets, set dates, etc. - Essential, Application/Interview
- Ability to exercise judgment in resolving a range of problems relating to the service area - Essential, Application/Interview
- Analytical skills to produce statistical data/management information as required - Essential, Application/Interview/Test
- Ability to interpret legislation, guidance, policy and procedures - Essential, Application/Interview
- Ability to convey complex, scientific and/or legal information to a range of audiences, which could include the public, elected members, senior management and other officers, partner and other external agencies, including other statutory bodies, in a manner that is readily understood and appropriate to the recipient both verbally and in writing - Essential, Application/Interview
- Ability to help write reports to managers, committees, and partnerships - Essential, Application/Interview
- The ability to deal with challenging situations and/or people - Essential, Application/Interview



- Ability to represent South Cambridgeshire District Council at events and meetings - Essential, Application/Interview
- Accurate keyboarding skills for data input, use of Microsoft packages and dedicated specialism software - Essential, Application/Interview

Miscellaneous/ Other Working Requirements

- Willingness to work outside office hours on occasion.- Essential/Application
- Access to own vehicle and ability to travel throughout the District – Essential/Application
- You may be 'knocking on residential doors' to gather information and provide advice and guidance where necessary.