



WEST LANCASHIRE BOROUGH COUNCIL

PERSON SPECIFICATION

Job Title: Compliance Support Officer		Grade: Scale 3	
Directorate: Housing and Inclusion Services		Section: Contract Support and Compliance	
Service: Property Services			
Requirements <i>(on the basis of the job description)</i>		Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), presentation (P)
Qualifications			
GCSE or O Level in Maths and English (or equivalent qualification) OR experience of working in a similar role may suffice		E	AF and I
Experience			
Experience carrying out general clerical duties		E	AF
Experience of dealing with members of the public		E	AF and I
Experience working as part of a team		E	I
Experience working under pressure with the minimum of supervision		E	AF and I
Knowledge/Skills/Abilities			
Must be computer and system literate		E	AF and I
Good communication skills both written and oral		E	AF and I
Good Keyboard Skills		E	AF and I
Attention to Detail		E	AF and I
Good organisational skills		E	AF
A willingness to undertake training		E	I
Other (including special requirements)			
1. Commitment to Equality		E	AF and I
2. Commitment to Health & Safety		E	AF and I
3. Satisfactory Baseline Personnel Security Standard Check		E	Document Checks (includes Basic DBS)
4. The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English		E	AF and I
Prepared by: Frank Lee		Date: October 2019	
Approved by: Jacqui Sinnott-Lacey		Date: October 2019	