



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

PERSON SPECIFICATION

POST TITLE: Contact Officer (ISIT)

GRADE: Band 5

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Educational Attainment	<ul style="list-style-type: none">• Qualification to Level 3 or above	<ul style="list-style-type: none">• Social Work Qualification or equivalent• Other relevant accredited training	<ul style="list-style-type: none">• Application form• Certificates
Work Experience	<ul style="list-style-type: none">• Relevant experience of working in a relevant service with children and families• Experience of working in a similar setting or one which is commensurate with the duties of this post• Experience of working in an area where you have effectively captured information accurately and in accordance with the principles of confidentiality and data protection		<ul style="list-style-type: none">• Application form• Interview• References
Knowledge/ Skills/ Aptitudes	<ul style="list-style-type: none">• An understanding of the legislation and policies pertaining to thresholds and safeguarding• Ability to work in accordance with established policies and procedures• Ability to place the child at the centre of all practice and decision making• Good working knowledge of the range of services available for children• Ability to work collaboratively within the service and with partners and members of the public• Excellent listening, communication and recording skills• Excellent and accurate		<ul style="list-style-type: none">• Interview• Written exercise• References

	keyboarding and ICT skills <ul style="list-style-type: none"> • Ability to work under own initiative and as a team member • Able to challenge and be challenged within the scrutiny and development process 		
Disposition	<ul style="list-style-type: none"> • Organised and able to organise others • Calm, considered, decisive and transparent • Open to innovation and new ways of thinking • Resilience and the capacity to manage a reasonable workload • Flexible approach to work • Committed to the principles of equality and diversity 		<ul style="list-style-type: none"> • Interview • Reference
Circumstances	<ul style="list-style-type: none"> • Baseline Security check 		<ul style="list-style-type: none"> • Basic check