



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

PERSON SPECIFICATION

POST TITLE: Families Information and Early Help Support Officer

GRADE: Band 6

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Educational Attainment	<ul style="list-style-type: none"> NVQ3 in Admin/computing or an equivalent discipline 		<ul style="list-style-type: none"> Application form Certificates
Work Experience	<ul style="list-style-type: none"> Experience of working in an advice service Experience of using and maintaining databases Experience of working with communities and individuals Experience of working in a pressured environment Experience of managing and developing information systems Experience of administering meetings and panels 		<ul style="list-style-type: none"> Application form Interview References
Knowledge/ Skills/ Aptitudes	<ul style="list-style-type: none"> High quality IT skills including Word Excel and Access database Knowledge of Early Help Provision Excellent organisational skills Ability to work as part of a team Knowledge of different types of childcare provision Ability to communicate with a wide range of individuals Knowledge of issues that affect families accessing services Ability to deal professionally and confidentially with professional enquiries 	<ul style="list-style-type: none"> Knowledge of multi-agency services that support families Knowledge of Operation Encompass 	<ul style="list-style-type: none"> Interview Selection Test References

Disposition	<ul style="list-style-type: none"> • Commitment to development of high quality information service • Flexible in approach to work, including ability to work occasional out of office hours • Ability to prioritise workload • Ability to work on own initiative 		<ul style="list-style-type: none"> • Interview • References
Circumstances	<ul style="list-style-type: none"> • Enhanced clearance from the Disclosure and Barring Service 		<ul style="list-style-type: none"> • Interview • DBS check