# **PERSON SPECIFICATION: Specialist Support Officer POST REFERENCE: 107637**

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**

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| REQUIREMENTS | ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) |
| * **Educational/vocational/ occupational qualifications and/or training** * **Specific qualifications (or equivalents)** | NVQ 3 in Administration or equivalent (F) | Qualification in Health or Social care or related field. (F) |
| * **Work or other relevant experience** | Experience of dealing with contact from the public, professionals and external agencies (F)  Experience of using a complex IT system (F)  Experience of minute taking (F) (I)  Experience and proven skills in working with staff at all levels and from different agencies/backgrounds.(F) (I)  Be an experienced administrator in a fast paced team (F) (I) | Experience of working with vulnerable people. (F) (I)  Knowledge of department policies, procedures and practice guidance. (F) (I)  Experience of being an administrator in Children’s Services  Experience of using care and case recording systems (eg Liquid Logic, ICS) (F) |
| **ESSENTIAL/DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** | | |

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| * **Skills, abilities, knowledge and competencies** | Ability to work as part of a team. (F) (I)  Ability to develop and/or maintain systems to record performance of others. (F) (I)  Ability to work under pressure (F) (I)  Demonstrate effective organisational and planning skills and ability to work to deadlines (F) (I)  Have a good standard of grammar (F)  Good interpersonal skills. (F) (I)  Good oral and written communication skills. (F) (I)  The ability to use IT equipment effectively and undertake a range of admin tasks. (F) (I) | tieodeo  Demonstrate understanding of safeguarding children (F) (I)  Willing to undertake further training to develop knowledge of legislation and Social Work practice (F), (I) | |
| * + **General competencies** | Awareness and commitment to equal opportunity issues. (F), (I)  Respect for the diverse needs and lifestyles of others. (F), (I)  Commitment to the development of a person centred service. (F), (I)  Commitment to personal/professional development. (F), (I) |  | |
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**On-going Training Requirements**

The post holder will be required to undertake the following mandatory/essential training at the frequency indicated.

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| **Mandatory/Essential Training** | **Frequency** |
| Shadowing administrative conference process  Signs of safety training  Data protection and GDPR  LCS training | Upon commencement  Within 2 weeks of starting  Upon Commencement and reviewed as corporate procedure  Upon Commencement |

Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council’s Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary.