2021 VAC 211

**Person Specification**

**Job title: Casework Support Officer**

**Note to applicant - You should pay particular attention to the essential criteria below and provide evidence of how you consider you meet them as part of your application. Failure to do so may mean that you will not be shortlisted.**

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| **Essential Criteria** | | **Method of Assessment** |
| **Experience** | 1. **Communicating (verbal)** - Able to share information, obtain information and have dialogue with others either in person or over the telephone. | Interview |
| 1. **Communicating (written)** - Able to share information and obtain information from others through written communication. | Application form |
| 1. Ability to develop knowledge, experience of or undertake: Mapping & analysis | Interview/Application form |
|  | 1. Ability to develop knowledge and experience of: Working with spread sheets and database systems. | Interview/ Application form |
|  | 1. The ability to work under time constraints and show excellent time and workload management skills | Interview /Application Form |
|  | 1. PC Skills - Able to effectively use a PC to prepare documents, record information or input data. | Interview Application form |
|  | 1. Customer Service Excellence – Able to delight customers, deliver high quality tailored services to meet needs and exceed expectations | Interview/ application Form |
|  | 1. Understanding the boundaries of confidentiality | Interview/ application Form |
| **Skills, Knowledge, Ability (including ability**  **to develop knowledge,**  **skill or experience)** | 1. **Flexibility** – an ability to work effectively despite changes in colleagues, settings and environment | Interview/ application Form |
| 1. **Team working –** be able to work effectively within a busy team environment, be helpful and co-operative with others | Interview/ application Form |
| 1. **Vigour** – Works at a fast pace, copes well with higher   levels of workload. | Interview/ application Form |
| 1. **Listening** - Listens to others to assess requirements in order to respond appropriately and efficiently. | Interview/ application Form |
| **Work Related Circumstances/**  **Values of the Council** | 1. Commitment to Equal Opportunities | Interview/application form |
| 1. Compliance with health and safety rules, regulations, and legislation | Interview/application form |
| 1. Ability to meet the travel requirements of the role | Interview/application form |