# **PERSON SPECIFICATION: Support Officer POST REFERENCE: 102186**

**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.**

|  |  |  |
| --- | --- | --- |
| 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 Level 3 qualification in Business Administration or equivalent or evidence of this standard (F) |  |
| * **Work or other relevant experience** | Experience of producing complex typed documents using Microsoft Word (F)  Experience of introducing and maintaining efficient administrative systems (F) (I)  Experience of arranging meetings, minute taking and associated tasks (F) (I)  Experience of handling information and enquiries of a highly confidential nature (F)  Recent experience of office administration (F)  Considerable experience of dealing with queries from internal/external sources including other professionals and the general public, both in person and by telephone (F)  Recent experience of using complex databases, excel spreadsheets (F) (I) | Knowledge and experience in the use of the Integrated Children’s System (ICS) (F) (I).  Knowledge and experience in the use of Integra |
| **ESSENTIAL/DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** | | |

**2**

|  |  |  |  |
| --- | --- | --- | --- |
| 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) | |
| * **Skills, abilities, knowledge and competencies** | Good organisational skills gained in an office environment (F)(I)  Ability to communicate effectively and in an appropriately professional manner with a range of telephone callers and visitors (I)  Competent in the use of Microsoft Office and a proven ability to learn and operate new software packages/I.T. systems (F) (I)  Knowledge of accessing and retrieving information from databases and the internet (F) | tieodeoFtie  Can demonstrate an awareness of the importance of links with other parts of the organisation and agencies (I) | |
| * + **General competencies** | Ability to liaise in a professional manner with people at all levels of the organisation and externally with agencies, service providers and members of the public (I)  Ability to work with colleagues in a co-operative way to improve team effectiveness (F) (I)  Demonstrate ability to deal with people who access services in a sensitive and tactful manner (I)  Demonstrate flexibility in approach and response to meet workload pressures, understand priorities and meet deadlines (F) |  | |
| **ESSENTIAL / DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** | | |

**On-going Training Requirements**

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

|  |  |
| --- | --- |
| **Mandatory/Essential Training** | **Frequency** |
| HBC Induction  Information Governance  Safeguarding Children  EPR  PREVENT  Equality & Diversity  ICS | Annually  Every Three Years  During Induction  Every Three Years  During Induction  During Induction |

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.