Salford City Council — Person specification

DIRECTORATE:	Community, Health & Social Care	**JOB TITLE:**	Salford Discretionary Support Scheme - Assessment Adviser
GRADE: 2C	**POST REF NO:**	**LOCATION:**	Unity House

NOTE TO MANAGER

In completing this form you are setting the expected standard for the person you need for this job on this occasion. Once completed, it will help to create your shortlist of candidates and to devise the questions you ask at interview. Please describe the criterion in ways that are both accurate and capable of being tested. Above all, the requirements must be job related and non-discriminatory. The job description, person specification and advertisement must be consistent. Each of the criteria must be identified under the Essential or Desirable headings. Whilst all criterion are important, those marked Essential must be met before an interview can be offered. (See Section 6 of the Recruitment and Selection Code of Practice for more information on producing a person specification).

NOTE TO APPLICANTS: Whilst all criterion below are important, those under the Essential heading are the key requirements. You should pay particular attention to these areas and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

(*See grid overleaf)

ESSENTIAL CRITERIA	NECESSARY REQUIREMENTS – SKILLS, KNOWLEDGE, EXPERIENCE ETC.	*M.O.A.
1	Experience working with vulnerable customers face to face in difficult and demanding situations	
2	Proven success in developing effective working relationships with colleagues and partner organisations	
3	Experience of using IT applications (Word, Excel)	
4	Ability to acquire working knowledge of The Salford Discretionary Support Scheme (Immediate Emergency Assistance, Resettlement Grants and Council Tax Support) to help customers in extreme hardship.	
5	Experience / ability to remain resilient and resolve conflict when handling difficult situations.	
6	Experience / ability to remain objective and professional, when dealing with the most vulnerable customers.	
7	Advanced customer service skills. Provide appropriate advice and signposting, ensuring holistic support for vulnerable clients.	
8	First class written and oral communication skills, ability to deliver bad news in a sensitive manner and handle conflict	
9	Ability to assess entitlement to Salford Discretionary Support Scheme and make decisions, both quickly and accurately.	
10	Ability to plan, prioritise and organise own workload.	
11	Ability to work on own initiative, with little supervision and to tight deadlines.	
12	Customer focused approach to service delivery.	
13	Ability to identify better ways of working and question the status quo.	
14	Ability to focus clearly to achieve defined results and outcomes	
15	Committed to fairness and equality.	

COMPLETED BY	DATE	APPROVED BY	DATE
Angela Woodcock			

METHOD OF ASSESSMENT (*M.O.A.)

A = APPLICATION FORM, C = CERTIFICATE, E = EXERCISE, I = INTERVIEW, P = PRESENTATION, T = TEST, AC = ASSESSMENT CENTRE