

Person Specification

Job Title: Business Support Carer Recruitment Officer	Grade and Salary:
Base: North Shields/Middlesbrough / Sheffield/East Midlands	Team: Business Support Team

Assessment method – A= application, I = Interview, T = test/presentation, R = references, S = shortlisting

Essential Criteria		Desirable Criteria	
Qualifications and Training			
<ul style="list-style-type: none"> • Minimum of 5 GCSE's including English Language and Mathematics at grade C/4 or above (or equivalent qualification / experience) • Advanced IT skills using office software packages e.g. Microsoft Word, Excel and Outlook and PowerPoint • Evidence of Continuing Professional Development 	<p style="text-align: center;">A /S</p> <p style="text-align: center;">A/S</p> <p style="text-align: center;">A/S</p>	<ul style="list-style-type: none"> • ECDL • NVQ Level 3 in Business Administration or the commitment to undertake appropriate training to the level required. 	<p style="text-align: center;">A/S</p> <p style="text-align: center;">A/S</p>
Knowledge and Experience			
<ul style="list-style-type: none"> • Experience of working with a range of administrative systems and processes. • Experience in minute taking and accurate production of minutes. • Experience in delivering excellence in customer service. • Experience of working closely with multi agency professionals and stakeholders. • 	<p style="text-align: center;">A/S</p> <p style="text-align: center;">A/S</p> <p style="text-align: center;">A/S</p> <p style="text-align: center;">A/S</p>	<ul style="list-style-type: none"> • Understanding of the looked after system, including relevant legislation and practice issues. • Experience working within a multi disciplined organisation. • Experience of providing administrative support within a social care setting. 	<p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/S</p>
Skills			
<ul style="list-style-type: none"> • Proven ability to organise and prioritise work and work to tight regulatory times lines, ,. • Ability to manage competing demands, ensuring that business need is central to the role. • Ability to think creatively and identify solutions to problems • Ability to use initiative successfully within a team 	<p style="text-align: center;">I</p> <p style="text-align: center;">I/A</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p>		

<ul style="list-style-type: none"> • Excellent written and verbal communication skills, with attention to detail. • Excellent interpersonal skills with a confident and professional approach to working with staff, carers, children and stakeholders, both internally and externally; • The ability to maintain confidentiality • Good negotiation and influencing skills • Ability to build and maintain excellent professional and effective relationships • Good standard of IT skills – including a intermediate level knowledge of using word processing, spreadsheets and databases • Ability to produce and analyse statistical information from a variety of sources 	<p>I</p> <p>A/S/I</p> <p>A/S</p> <p>A/S</p> <p>A/S</p> <p>A/S</p> <p>A/S/I</p>		
Safeguarding and promoting the welfare of Children and Young People			
<ul style="list-style-type: none"> • An understanding of safeguarding issues, and the legislative safeguarding framework • Demonstrates an understanding of safeguarding issues • Understands the principles of confidentiality • Recognises the limits of own authority within the role 	<p>A/I</p> <p>I</p> <p>A/I</p> <p>A</p>		
Working within professional boundaries			
<ul style="list-style-type: none"> • Accepts responsibility and accountability for own work and can define the responsibilities of others • Ability to maintain clear professional boundaries when working with Children and Young People 	<p>I</p> <p>A/I</p>		
Personal Qualities			
<ul style="list-style-type: none"> • Treat people in a fair and non – judgemental way and with dignity and respect and promotes children and young 	<p>I</p>		

<ul style="list-style-type: none"> people's equality, diversity and rights Resilient Energetic and enthusiastic Committed to the best outcomes for Children and Young People Demonstrates understanding and clear commitment to the values of the Agency Understanding of the Not for Profit Sector 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A</p>		
Emotional awareness			
<ul style="list-style-type: none"> Demonstrates empathy for the concerns of others Listens to and understands directly and indirectly expressed feelings Shows respect for others feelings, views and circumstances 	<p>I</p> <p>I</p> <p>I</p>		
Self awareness			
<ul style="list-style-type: none"> Has a balanced understanding of self and others Can demonstrate flexibility in approach Shows a realistic understanding of the challenges of working with children and young people Self sufficient and self motivated with the ability to work independently or in a team, recognising when issues need to be escalated or require input from other Demonstrates a commitment to Continuous Personal Development 	<p>I</p> <p>I</p> <p>I</p> <p>A/I</p> <p>A</p>		
Job circumstances			
<ul style="list-style-type: none"> Work flexibly as may be required by the needs of the service, which may occasionally be outside of normal working hours such as evenings and weekends To carry out any other reasonable duties as required. Ability to travel as required to other designated regional 	<p>A/I/S</p> <p>A/S</p> <p>A/s</p>		

offices as determined by business need. • Current full driving licence	A		
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