PERSON SPECIFICATION

Adaptations Assistance Officer (AAO)

All the criteria below, both essential and desirable, will be assessed via your application form; further methods will be used to support this in the interview/selection stage should your application progress. Please refer to this document and the job description when completing your application, giving examples. A re-wording of the criteria listed will not guarantee an interview.

Method of Assessment: S - Scenario, I - Interview, P - Portfolio, T - Test, D – Documents

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Qualifications and training

Method of Assessment – D, I

Essential:

- ***Minimum of 5 GCSE's (including English and Maths) or equivalent (GCSE 9 to 1 grade scale explained - GOV.UK)***

Desirable:

- ***A relevant qualification in administration, finance, housing or similar vocational qualification***

Experience and knowledge

Method of Assessment – ***I, T***

Essential:

- Proven relevant administration experience
- Experience of working within a grants administration function
- Experience of budget monitoring and awareness of the demand upon it
- Ability to work methodically to keep accurate records and produces relevant statistical information as required
- Experience of working with a wide range of clients from various backgrounds
- Ability to prepare electronic documents using a variety of web-based sources and MS Office

Specialist skills and abilities

Method of Assessment – ***I***

Essential:

- Experience of using MS Office programmes such as Word, Teams, Outlook, PowerPoint and particularly Excel, to create documents
- Experience of developing and managing electronic records and of using a database to implement systems
- Understanding of the importance of equal opportunities issues in an organisation working with an wide range of people and diverse communities

Desirable:

- Experience, or knowledge, of the Civica APP recording software and Council's ERP finance system

Personal skills and attributes

Method of Assessment – ***I***

Essential:

- Empathy with the needs of vulnerable, older people and people with disabilities
- Effective oral and written communication skill, including excellent telephone manner
- Ability to work effectively on your own or as a member of a team with colleagues from a range of backgrounds
- Written communication skills in order to write reports, procedures and letters
- Ability to develop and maintain effective filing systems

Fluency Duty

Essential – Communication (Fluency Duty) – delete as appropriate, for guidance discuss with your SHRBP

This role is subject to the Fluency Duty under the Immigration Act 2016. The postholder will be required to demonstrate an appropriate level of spoken English where this is a regular and intrinsic part of the role.

This criteria applies in accordance with the statutory Fluency Duty for public facing roles

Special working conditions

Method of Assessment – ***I***

Essential:

- Ability to work from home on a regular basis, with the requirement to attend your primary work base as and when required.
- The ability to be flexible in the sharing and prioritising of day-to-day task within the team
- During a Pandemic, Epidemic or Major Incident or Emergency you may be asked to work from home or other location and on occasion to undertake duties that are not stated in your Job Description or Person Specification where there is a skill, competency, and experience match