

**Person Specification**  
**Service Improvement Assistant**



**Part A**

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

**Essential**

- Excellent organisational skills
- Excellent ICT skills using a wide range of software packages including Microsoft Office (e.g., Word, Excel, PowerPoint)
- Experience of communicating effectively with a range of audiences
- Effective use of business management systems and processes
- Able to gather information and present it in a clear, effective and useful format
- Experience of working effectively with stakeholders and customers
- Excellent written skills, including drafting reports
- Commitment to equality and diversity

**Desirable**

- Experience in supporting project management
- Experience of working (directly or indirectly) within a social care environment
- Knowledge of Children's Social Care
- Knowledge of fostering and corporate parenting duties
- Experience of using Project software
- Experience of using Visio software

**Part B**

The following criteria will be further explored at the interview stage (as well as further exploring the above criteria is met):

- Confident and effective communication skills
- Collaborative approach to work
- Commitment to service improvement and development with a focus on improving outcomes for children and families

**Additional Requirements**

- Flexible approach to work, location, duties and hours