# **PERSON SPECIFICATION: COMMUNITY STREET AMBASSADORS POST REFERENCE: 107601**

**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.**

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| REQUIREMENTS | ESSENTIAL CRITERIAPlease indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)  | DESIRABLE CRITERIAPlease 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)**
 |  | * Level 3 First Aid Qualification (F)
* Customer service training (F)
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| * **Work or other relevant experience**
 | * Experience of working with the public (F, I)
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| **ESSENTIAL/DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** |

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| * **Skills, abilities, knowledge and competencies**
 | * Physically active and able to cover large areas on foot as required. (F,I)
* Good time keeping - prompt arrival each day. (R )
* Ability to listen, comprehend and comply with instructions; and carry them out safely and to a high standard as required (I, R).
* Ability to work on own initiative (I, R).
* Willing and physically able when necessary to carry out duties in outdoor situations in all weather (I).
* Basic written and numeric skills with the ability to make hand written notes and record assessment information (F).
* Ability to deal with difficult situations (F,I)
* Ability to follow, investigate and advise on government guidelines and COVID management; and awareness of Health & Safety requirements (I).
* Customer care: Demonstrate diplomacy and positive attitude when resolving queries (F, I, R).
* Basic IT literacy
* Ability to work alone and unsupervised for periods undertaking tasks (I, R).
* Ability to work successfully in a team (I, R).
* Tidy and clean personal appearance (I).
* Polite and courteous (I, R).
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| * + **General competencies**
 |  | * Full driving licence - category B (F).
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|  **ESSENTIAL / DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** |

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.