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

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| REQUIREMENTS | ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | |
| * **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). |  | |
| * + **General competencies** |  | * Full driving licence - category B (F). | |
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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.