# **PERSON SPECIFICATION: Development Assistant (Quality and Review) POST REFERENCE: 107577**

**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)**
 | Educated to Level 2 Literacy and Numeracy (F)NVQ 3 or equivalent in Business Administration (F) |  |
| **ESSENTIAL/DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** |

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| * **Work or other relevant experience**
 | Experience of working within a customer service environment (F/I)Experience of working with confidential and/or sensitive information (F/I)Experience of working with colleagues in a cooperative way. (I)Experience of dealing with queries from internal/external sources including other professionals and the general public, both in person and by telephone. (F, I)Experience of providing administrative support to Senior Management, including organising and scheduling meetings / events (F) (I)Experience of dealing with conflict and challenge (F/I) | Experience of working in a health or social care setting (F/I)Knowledge of accessing and retrieving information from databases such as ICS and Carefirst. (F, I) |
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| * **Skills, abilities, knowledge and competencies**
 | Use of ICT systems, including knowledge of Microsoft Office and web-based applications (F/I)Ability to liaise in a professional manner in writing, face to face or by phone with people at all levels of the organisation and externally with agencies, service providers and members of the public. (F, I)Ability to learn to use new computer systems (F, I)Excellent organisational skills and ability to co-ordinate a variety of different tasks (F/I)Able to work in complex situations and develop creative solutions (F/I)Able to plan, prioritise own workload and work independently to maintain high standards and meet service deadlines (F/I) Able to operate effectively as a team member demonstrating flexibility and adaptability (F/I) | TieodeoKnowledge of Data Protection legislation including the safekeeping and secure exchange of personal, sensitive and confidential data (F/I)Knowledge of adult and children’s social care complaint legislation (F/I)  |
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| * + **General competencies**
 | Commitment to providing an excellent customer service (I) Maintains a professional approach in all circumstances (I)Demonstrates a reliable, flexible, “can do” attitude towards meeting the varying workload of the role (I/R)Commitment to development of self and continuous improvement of the service (I)Understands responsibility for own and others’ health and safety (I) |  |
|  **ESSENTIAL / DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** |

**On-going Training Requirements**

The post holder will be required to undertake the following mandatory/essential training at the frequency indicated.

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| **Mandatory/Essential Training** | **Frequency** |
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| Corporate E-Induction (e-learning) ICS New Starter - Specific to Children’s social care Carefirst New Starter - Specific to Adult social careEnterprise Document Management System |

 Employee Protection Register  Health & Safety Awareness Information Governance/Security Awareness

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| Safeguarding children and adults (e-learning) Equality and Diversity (e-learning) Safeguarding Against Radicalisation - The Prevent Duty (e-learning)Corporate and statutory complaint proceduresData subject access requests |

 | Induction ProgrammeInduction ProgrammeInduction ProgrammeInduction ProgrammeRefreshed every two yearsRefreshed every three yearsRefreshed every two yearsRefreshed every three yearsRefreshed every three yearsRefreshed every three yearsAs required for role As required for role |

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.