

Part A

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

Essential

- Experience in a social care/customer service organisation
- Experience of dealing with a diverse range of people both face to face and on the telephone
- Ability to screen calls and/or take decisions to ensure the call is dealt with appropriately
- Ability to progress/ chase customer enquiries to ensure a satisfactory outcome
- Ability to demonstrate a proven track record of developing and maintaining positive working relationships with colleagues and stakeholders
- Ability to use own initiative as well as working as part of a team
- Ability to communicate clearly and effectively
- Knowledge of current legislation in Adult Social Care
- Ability to use appropriate technology to provide advice, information and services to customers
- Willingness to continue personal development through job specific training and supervision

Desirable

- Knowledge and understanding of the range of services provided within Adult Social Care & Integrated Services
- Knowledge of external resources in Newcastle upon Tyne
- A working knowledge of the Care Act 2015 and its application in practice
- High level of IT and keyboard skills

Part B

The following criteria will be further explored at the interview stage:

- Points listed within the essential criteria in Part A
- Presentation skills
- Good verbal communication skills
- Knowledge and understanding of the Council's equal opportunities policy, applying this in the workplace and the effect on delivery of services to customers

Additional Requirements

- Enhanced CRB Disclosure
- Two references from current and / or previous employers (or education establishment if not in employment)
- Flexible approach with regard to hours, duties and location
- Suitability to work with client group

