

Person Specification

CSC Transport Officer

Part A

The following criteria (knowledge, skills and experience) will be used to shortlist at the application stage.

Essential Criteria

Able to demonstrate:

1. Knowledge and understanding of the complexities of the transport needs of children in care and how their needs manifest themselves in the context of the role.
2. Experience of working effectively together with people from a range of stakeholders and customers from varying backgrounds including social workers, families and businesses.
3. Extensive knowledge of current social care issues and how they apply to the wellbeing of children and young people.
4. Good planning, organisational and analytical skills together with the ability to manage time and prioritise work in an effective and productive way including working to deadlines.
5. Proven staff management skills and a track record in motivating staff and supporting them in the context of a challenging work environment.
6. Ability to communicate effectively and influence others, gaining their agreement through persuasion and negotiation.
7. Ability to support staff to make firm and well considered decisions having considered all the facts and alternatives available, having consulted others as necessary, within realistic time scales.
7. Assertiveness and independence of thought and action without over stepping interpersonal / professional / line managerial boundaries.
8. Excellent ICT skills using a wide range of software packages including Microsoft Office.
9. Ability to deal with difficult situations without becoming hostile or over defensive and support staff to do this.
10. Ability to work as part of a team and on own initiative.
11. Experience of dealing with sensitive and confidential information.
12. Understand the need to identify and embed new business processes.

Part B

The following criteria will be further explored at the interview stage

1. Customer Service and Communication skills
2. Approach to prioritising work to meet deadlines
3. Evidence of innovative and creative thinking in order to problem solve effectively
4. Ability to support the development of new processes and policies.
5. Budget management experience, and an understanding of the need to achieve best value through commissioning.
6. Approach to working as part of a team
7. Maintaining confidentiality
8. Approach to resolving complex enquiries

9. Knowledge and understanding of legislation, guidance and policies relevant to children in care, DBS, Licencing and Road Traffic Legislation, and how they impact upon the field of work

10. Understanding of the council's Equality policy, applying this in the workplace and the effect on delivery of services to customers