

Person Specification

Workforce Development and Customer Relations Manager

Part A

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

Essential

- An understanding of Adult Social Care workforce requirements and experience of taking appropriate action to respond to this.
- Up to date knowledge and experience of Childrens and Adults statutory requirements around Complaints.
- Experience of working collaboratively by developing relationships and networks at a senior level that support change in social care
- Evidence an ability to develop and undertake audits and use the findings or feedback to influence service delivery
- Evidence an ability to work successfully with others to reach a common goal, often when there can be competing priorities
- Evidence excellent communication skills, both oral and written
- Evidence of the ability to analyse numerical and statistical information and present outcomes in a range of innovative formats
- Evidence of the ability to prioritise workload to achieve deadlines working on own initiative and as part of a wider team

Part B

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

- Points listed within the essential criteria in Part A
- Awareness of current policy and issues and challenges related to Adult Social Care Reform
- Commitment to equalities

Additional Requirements

- Willingness to work flexibly