

PERSON SPECIFICATION

JOB TITLE: Unit Coordinator
GRADE: Scale 4
PREPARED BY: Helen Poynter

DEPARTMENT: Childrens Safeguarding
POST NO: 50033322
DATE: September 2012

E = Essential D = Desirable		SOURCE OF EVIDENCE – Application Form = A - Test = T - Interview = I	
	1. EXPERIENCE, direct work experience, other relevant experience.	W = 5	
E	Considerable administrative experience, to include customer contact		AI
D	Basic experience of supervising staff		AI
E	Experience of providing support to a number of people within a team environment including organising and minuting complex and sensitive meetings		AI
	2. KNOWLEDGE, without which the job cannot be done effectively	W = 4	
E	Up to date and relevant knowledge of office and secretarial practices and procedures		AI
E	Excellent knowledge of Microsoft Office Systems including Word, Excel, Outlook and Calendar, PowerPoint		AIT
D	Knowledge of the work and areas covered by social care on the Isle of Wight		AI
	3. SKILLS & ABILITIES, essential/capable of doing, desirable/able to train	W= 5	
E	High speed, accurate word-processing and keyboard skills		AIT
E	Ability to work effectively within a team and to work under pressure prioritising workloads and handling changing priorities showing an ability to be flexible and adaptable		AI
E	Ability to work under minimum supervision, to make decisions act on own initiative and use good organisational skills		AI
E	Ability to utilise effectively a variety of IT packages including Microsoft Office		AIT
E	A professional and polite telephone manner with a focus on Customer Care showing an awareness and understanding of customer needs		AI
E	Good communication skills and both verbal and written.		AI
	4. QUALIFICATIONS, TRAINING AND EDUCATION, also identify training to be given.	W =3	
E	BTEC National / A levels or equivalent / NVQ Level 3		A
E	Four GCSEs Grade A – C or equivalent including Maths and English		A
D	RSA III typing qualification, ECDL or equivalent		A/T
D	IAM Diploma / NVQ Level 4 or equivalent		A
	5. PERSONALITY, SOCIAL SKILLS, relationships, thinking style, disposition.	W =3	
E	The ability to communicate effectively at all levels with the public, staff, Members and other agencies on sensitive and personal issues		AI
E	Must be able to operate in a highly confidential and professional manner at all times.		AI
	6. OTHER FACTORS, physical mobility, availability, conditions etc.		
E	Must present a positive image of the Isle of Wight Council		
E	Must be able to work in more than one location.		

CONTRA INDICATIONS, if any

W =

A/I