

The factors below should only be included if they are essential to allow the main responsibility of the job to be completed effectively. Where a factor is not essential but desirable this should be clearly indicated.

Factor	Essential	Desirable	Method of Assessment
<p>Qualifications : (This should include any qualifications that are legally or professionally required in order to practice in a profession)</p>	<p>5 GCSEs (to include English Language and Maths) or equivalent</p> <p>NVQ Business and Administration Level 3 or equivalent</p> <p>Detailed working Knowledge of Excel, Word and Power Point</p>	<p>Educated to A level standard</p> <p>A relevant typing/word processing qualification</p> <p>Experience of using Microsoft package</p>	<p>Application form / Interview</p> <p>Qualification certificates</p>
<p>Knowledge and Skills: (Level of knowledge and/or skills required to enable a person to carry out the job. It recognises that knowledge and skills can be acquired through practical work and learning on-the-job as well as by formal education or training)</p>	<p>Experience of liaising with Stakeholders, customers and colleagues at all levels</p> <p>Ability to work effectively as part of a team</p> <p>Accurate in analysing data</p>	<p>Experience of Social Alarm Monitoring</p> <p>Ability to keep records and filing systems</p>	<p>Application form / Interview</p>

	and translation of information		
<p>Experience: (Where experience is considered as necessary the length of experience should not normally be stated as it will demonstrate quantity and not quality. However, for some technical and senior roles it may be necessary to state a minimum period of experience as an indication of exposure in the necessary field of work)</p>	<p>Managing time effectively and working to strict deadlines</p> <p>Ability to maintain records and produce statistical information and reports</p> <p>Experience of handling confidential information</p>	<p>A general knowledge of office procedures</p> <p>Experience of accounting procedures and knowledge of financial regulations</p>	<p>Application form / Interview</p> <p>Tests</p>
<p>Judgment/ Decision Making: (Skills needed to make decisions and their frequency. Includes degree of decision making required)</p>	<p>Ability to work on own initiative with a focused and positive attitude</p>	<p>Demonstrate understanding of compliance with Health and Safety, Statutory and Legal requirements</p>	<p>Application form / Interview</p>
<p>Customer Care/Interpersonal Skills: (Degree of ability required in dealing with others both within and outside the Company as part of the job including extent of contracts and the nature of interpersonal skills required)</p>	<p>Ability to communicate clearly and provide a high level of customer service to internal and external clients</p> <p>Empathy for the needs of older and</p>	<p>Ability to capture, assimilate and report Customer Satisfaction levels</p> <p>Caring attitude</p>	<p>Application form / Interview</p>

	vulnerable adults		
<p>Service Development/Finding Solutions: (Degree of ability required in making continuous improvements taking into account responsibility for devising and/or implementing new methods, procedures, programmes etc. Includes finding solutions to problems)</p>	<p>Experience in production of marketing literature and newsletters</p> <p>Problem solving skills</p>	<p>Ability to produce and present Power Point presentations</p> <p>Experience of internet and other media research</p>	<p>Application form / Interview</p> <p>Evidence of Marketing material previously produced</p>
<p>Other Factors: (e.g. Understanding of equality and diversity; ability to work outside normal hours etc.)</p>	<p>Travel outside County will be required on occasions so regular access to a vehicle is a requirement</p> <p>A satisfactory enhanced CRB disclosure</p>		<p>Application form / Interview</p>