

PERSON SPECIFICATION

ATTRIBUTES & CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
EXPERIENCE <ul style="list-style-type: none"> • Calls handling experience. • Experience of providing excellent customer service, face to face and via the telephone. 	Desirable Essential	Application Form Interview References
QUALIFICATIONS / TRAINING <ul style="list-style-type: none"> • Telecare operator's qualification or equivalent experience. • Current First Aid Certificate. 	Desirable Desirable	Application Form Certificates
APTITUDES AND ABILITIES <ul style="list-style-type: none"> • Excellent written, communication and interpersonal skills. • Ability to work as part of a close-knit team in a multi-functional environment. • To be able to immediately make critical decisions using your own initiative. Managing problems and queries in line with the Council's Policies and Procedures. • To be able to react and prioritise information from a variety of different sources, in such a way that ensures the safety and security of clients and the public in general. • Ability to work in an accurate and organised way whilst working under pressure and meeting tight deadlines. • Be capable of multi-tasking and managing multiple incidents under pressure. • Must have physical and manual dexterity to carry out the "On Call" element of the role as well as installing and removing equipment from properties. • Ability to assemble and operate assisted lifting equipment whilst physically and emotionally supporting the client. • The post holder will need strong listening and observation skills and be required to concentrate for long periods of time. 	Essential Essential Essential Essential Essential Essential Essential	Application Form Interview References
KNOWLEDGE <ul style="list-style-type: none"> • Knowledge of Microsoft Office and good computer skills. • Awareness of local services and locations. 	Essential Desirable	Application Form Interview
ATTITUDE / MOTIVATION <ul style="list-style-type: none"> • Must have a caring attitude to support some of the most vulnerable people. • Must show a strong commitment to customer care and the delivery of high quality services to the community. • Must be willing to undertake necessary training and qualifications 	Essential Essential Essential	Application Form Interview References
OTHER FACTORS <ul style="list-style-type: none"> • Full valid UK driving licence. • Enhanced Disclosure and Barring Service (DBS) check required. 	Essential Essential	Application Form Interview Licences DBS Disclosure