**PERSON SPECIFICATION**

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| **ATTRIBUTES & CRITERIA** | **ESSENTIAL/ DESIRABLE** | **METHOD OF ASSESSMENT** |
| EXPERIENCE* Calls handling experience.
* Experience of providing excellent customer service, face to face and via the telephone.
 | DesirableEssential | Application FormInterviewReferences |
| QUALIFICATIONS / TRAINING* Telecare operator’s qualification or equivalent experience.
* Current First Aid Certificate.

  | DesirableDesirable | Application FormCertificates |
| **APTITUDES AND ABILITIES*** 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.
 | EssentialEssentialEssentialEssentialEssentialEssentialEssentialEssentialEssential | Application FormInterviewReferences |
| KNOWLEDGE* Knowledge of Microsoft Office and good computer skills.
* Awareness of local services and locations.
 | EssentialDesirable  | Application FormInterview |
| ATTITUDE / MOTIVATION* 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
 | EssentialEssentialEssential | Application FormInterviewReferences |
| OTHER FACTORS1. Full valid UK driving licence.
2. Enhanced Disclosure and Barring Service (DBS) check required.
 | EssentialEssential | Application FormInterviewLicencesDBS Disclosure |