**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. | Desirable  Essential | Application Form  Interview References |
| QUALIFICATIONS / TRAINING  * Telecare operator’s qualification or equivalent experience. * Current First Aid Certificate. | Desirable  Desirable | Application Form Certificates |
| **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. | Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential | Application Form  Interview  References |
| KNOWLEDGE  * Knowledge of Microsoft Office and good computer skills. * Awareness of local services and locations. | Essential  Desirable | Application Form  Interview |
| 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 | Essential  Essential  Essential | Application Form  Interview  References |
| OTHER FACTORS  1. Full valid UK driving licence. 2. Enhanced Disclosure and Barring Service (DBS) check required. | Essential  Essential | Application Form  Interview  Licences  DBS Disclosure |