

Carers Together

PERSON SPECIFICATION: First Contact Officer

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Education/ Qualifications	1. Educated to at least GCSE standard.	1. Relevant qualification in administration and/or IT.	1. Application form 2 Evidence brought to Interview
Experience/ Knowledge	2. Experience of working with the public. 3. Good verbal and written communication skills. 4. Extensive use of a wide range of computer-based software including Microsoft Word, Excel and databases. 5. Experience of filing and office management systems. 6. Experience of collection, recording and collating information for monitoring purposes.	2. Experience of working in or with the Voluntary and Community Sector 3. Experience of minute taking 4. Experience of Health & Social Care issues	1. Application form 2. Interview 3. References
Skills and abilities	7. Ability to work to tight deadlines. 8. Ability to communicate effectively at all levels. 9. Ability to work as part of a team. 10. Ability to work on own initiative.		1. Application form 2. Interview 3. References
General	11. Willingness to undertake appropriate training 12. Sensitivity to carers' issues. 13. Commitment to equal opportunity and confidentiality. 14. Willingness to work flexible hours. 15. Commitment to team working. 16. Satisfactory Enhanced DBS clearance. 17. Full driving licence 18. Access to own transport		1. Application form 2. Interview 3. References 4. DBS check