

## PERSON SPECIFICATION

H106, H816 H0214 & H106b Activities Co-ordinator

Specification Type	Additional/changed requirements	E/D	Measure
Qualifications & Training	Housing or care related qualification NVQ Level 3 or equivalent experience in a housing or older person's environment	E	1,3,4
Qualifications & Training	Educated to GCSE / O level	E	1,3,4
Qualifications & Training	Valid food hygiene certificate	E	1,3,4
Qualifications & Training	Valid basic First Aid certificate/Membership of a recognised activity provision body (NAPA etc)	D	1,3,4
Knowledge & Experience	Previous experience of providing customer focussed services	E	1,3
Knowledge & Experience	Knowledge of providing services and activities to older people	E	1,2,3
Knowledge & Experience	Knowledge of assessing the needs of older people to maintain their independence	E	1,3
Knowledge & Experience	Knowledge of issues affecting older people, including loneliness, staying healthy and fit and making a positive contribution	E	1,3
Knowledge & Experience	Experience of working with other partners to maintain older peoples independence	E	1,3
Knowledge & Experience	Experience of dealing with safeguarding issues	E	1,3
Knowledge & Experience	Experience of using different engagement methods to effectively involve customers	E	1,3
Knowledge & Experience	Experience of using IT systems including Microsoft Office	E	1,3
Knowledge & Experience	Experience of meeting targets and completing statistical returns	E	1,3
Knowledge & Experience	Knowledge of basic health and safety issues relating to older people	E	1,3
Knowledge & Experience	Experience of undertaking risk assessments for activities and events	E	1,3
Knowledge & Experience	Experience of writing funding bids and obtaining sponsorship	D	1,3
Knowledge & Experience	Experience of setting and managing budgets	D	1,3
Knowledge & Experience	Knowledge of basic first aid	D	1,3
Skills & Abilities	Excellent oral and written communication skills	E	1,2,3
Skills & Abilities	Commitment to achieving continual service improvement and improved outcomes for customers	E	1,3
Skills & Abilities	Ability to work within a team and also independently	E	1,3
Skills & Abilities	Enthusiastic and self-motivated with a "can do attitude"	E	1,3

Specification Type	Additional/changed requirements	E/D	Measure
Skills & Abilities	Good planning and organisational skills	E	1,2,3
Skills & Abilities	Creative and innovative approach to problem solving	E	1,2,3
Skills & Abilities	Ability to make considered decisions	E	1,2,3
Skills & Abilities	Ability to manage a diverse workload which constantly changes	E	1,3
Skills & Abilities	Ability to cope with emergency situations	E	1,3
Skills & Abilities	Flexible approach to meet the needs of a demanding service	E	1,3
Skills & Abilities	Excellent interpersonal skills, including influencing, negotiating and diplomacy	E	1,3
Skills & Abilities	Ability to work across different locations	E	1,3
Skills & Abilities	Ability to keep accurate and up to date records	E	1,3
Skills & Abilities	Ability to maintain data protection and confidentiality	E	1,3
Skills & Abilities	Knowledge of Data Protection Act 2018 legislation	E	1,3
Skills & Abilities	Negotiation, diplomacy and influencing skills	E	1,3
Skills & Abilities	Ability to resolve conflict	E	1,2,3
Skills & Abilities	Professional and calm approach	E	1,3
Skills & Abilities	Ability to manage change in a positive manner	E	1,3
Skills & Abilities	Commitment to continuing personal development	E	1,3
Skills & Abilities	Ability to meet deadlines	E	1,2,3
Skills & Abilities	Ability to build and maintain good relationships with colleagues and partner agencies	E	1,3
Other requirements	Commitment to equality and diversity	E	1,3
Other requirements	Commitment to provide excellent customer care	E	1,3
Other requirements	Willingness to work out of office hours to attend meetings	E	1,3

**Car Allowance:**

This post does not carry a designated car user status.

**E/D:**

Essential (E)

Desirable (D)

**Measure:**

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]