

PERSON SPECIFICATION

Job Title	Families Information Officer
Grade	SO2
Service/Section	Early Help (Name under review)
Directorate	Children's Services

Criteria	Method of assessment	Shortlisting criteria
Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist	AF= application form T = test P = presentation I = interview	Essential / Desirable
Experience		
1. Considerable experience of providing good customer service and delivering an information and advice service to the public, communicating information clearly by telephone, in person and in writing	AF/I	E
2. Experience of working within the children's services sector including experience of assessing the needs of children, young people and families in line with safeguarding policies	AF/I	E
3. Experience in regularly using PC based databases and spreadsheets, to store, retrieve and disseminate information	AF/I	E
4. Experience of consulting with service users to evaluate and plan services	AF/I	D
5. Experience of working flexibly as part of a team and of partnership working across a range of agencies and partners	AF/I	E
Knowledge		
6. Understanding about data protection/information sharing legislation and practice	AF/I	E
7. Understanding of the impact of child poverty and inequalities on the life chances of children	AF/I	D
Skills		
8. Ability to use own initiative, work to deadlines, work independently and solve problems	I	
Equal Opportunities		
9. Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	AF/I	E