Recruitment person specification

Post being recruited for: Team Leader (Days)……………………………………………………………………

Council core competencies

These apply to all posts	These apply to posts with responsibility for managing people or resources
Being customer / client focused	**Leading others**
Working effectively with others	**Managing performance and developing others**
Managing change	**Political sensitivity**
Taking ownership and responsibility	
Communicating effectively	
Planning and decision making	

Managers

1. Specify what the essential requirements are for your vacancy under each category. All candidates that have disclosed a disability must be interviewed if they meet the essential requirements.

2. Specify what the desirable requirements are for your vacancy under each category. Desirable criteria can be used to shortlist candidates if you have a high volume of applicants. However, you cannot use desirable criteria when shortlisting any candidates that have disclosed a disability.

Person specification

Category	Essential	Desirable (not every post needs desirable requirements)
Experience	Substantial experience working with older people Experience of working with older people with dementia An understanding of the needs of older people Experience of working with members of the public Experience of working with Health Care Professionals Responding to and providing advice and guidance to staff, service users and others Customer care Planning and organising workload effectively	Experience of the Care Home setting, including knowledge and an understanding of the diverse issues and needs of people who live and work there. Prevention of hospital admission
Knowledge, skills and understanding	Good customer care practice Organisational skills Ability to work on own initiative Time management Written and oral communication (reports, statistics) Dealing with emergencies and complex Issues Basic IT skills (Word; Excel and E-mail) An understanding of the National Care standards	Analytical skills in managing residents care Ability to interpret or gain knowledge of changes in policy and legislation Knowledge of complaints procedure, customer care procedures Knowledge of Protection of Vulnerable Groups legislation
Qualifications and training	HNC/SVQIII in Care + P.D.A. 15 credits	PDA 15 credits
Job specific requirements	Being Customer/Client Focused Managing People Effectively Team Working	