

Recruitment person specification

Post being recruited for: ADVICE AND COMPLAINTS LEAD

Our Behaviours

These apply to all posts

Respect

Integrity

Flexibility

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

Significant experience and expertise in the development and delivery of social work services

Proven track record of dealing with complex issues.

Sound working knowledge of social work processes.

Experience and expertise in the development and delivery of social work services

Experience managing staff

Knowledge, skills and understanding	<p><i>An in-depth knowledge of the underpinning legislation, regulation, policy and practice for Social Work services</i></p> <p><i>Excellent customer care skills; previous complaint handling experience with a focus on the early resolution of complaints.</i></p> <p><i>Ability to deal confidently with people with challenging behaviour and complex needs.</i></p> <p><i>Strong communication, organisational and interpersonal skills.</i></p> <p><i>Ability to prioritise workload and meet urgent deadlines on a regular basis.</i></p> <p><i>Ability to act on own initiative.</i></p>	<p><i>Supervisory and teaching skills</i></p>
Qualifications and training	<p><i>Educated to degree level in an appropriate professional discipline, for example, Social Work or Business Management.</i></p>	<p><i>Qualification in Management</i></p>
Job specific requirements	<p><i>Ability to analyse complex issues/problems</i></p> <p><i>Develop policy and practice and implement an efficient complaints service</i></p> <p><i>Ability to develop and maintain strong working relationships with a range of colleagues and stakeholders</i></p> <p><i>Ability to chair a range of working groups</i></p>	