

### Person Specification

|                           |                                              |
|---------------------------|----------------------------------------------|
| <b>Position Title</b>     | <b>Hub Coordinator ATECH24</b>               |
| <b>Division / Section</b> |                                              |
| <b>Service Area</b>       | Edinburgh Health and Social Care Partnership |
| <b>Responsible To</b>     | Service Manager ATECH24                      |

### Person Specification

|                                                               |                                                                                                 |           |
|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-----------|
| <b>Qualifications, training &amp; professional membership</b> | HNC/ SVQ3 in a relevant discipline or significant related experience                            | Essential |
|                                                               | Manual handling of people risk assessor accredited qualification or willing and able to achieve | Essential |
|                                                               | Advanced First Aid Certificate or willing and able to achieve.                                  | Essential |

**The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.**

|                   |                                                                                                                                                                                          |           |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>Leadership</b> | The ability to actively encourage and deliver ongoing service improvements and create a climate of excellence in managing staff and facilitating others to achieve customer satisfaction | Essential |
|                   | Demonstrated ability and experience in providing leadership, direction and advice and support to staff groups in the delivery of outcomes and objectives                                 | Essential |
| <b>EXPERIENCE</b> | The proven ability of staff management and coordination of frontline activity across a complex and dynamic service area.                                                                 | Essential |
|                   | Development and implementation of methods of work and efficient scheduling rosters.                                                                                                      | Essential |
|                   | Development and implementation of training programmes.                                                                                                                                   | Essential |
|                   | Compilation, analysis and interpretation of statistical data on stock usage, management and budget monitoring.                                                                           | Essential |
|                   | Asset management.                                                                                                                                                                        | Essential |

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|-------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
|                                                       | Considerable experience working within a frontline Health and Social Care setting and / or a related environment<br>Transport and fleet management including route planning.<br>Management and reporting of Key performance indicators.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Desirable<br>Desirable<br>Essential                                                                                            |
| <b>KNOWLEDGE<br/>SKILLS<br/>AND<br/>UNDERSTANDING</b> | Significant staff management and understanding of employment legislation<br>Stock, storage and movement within a warehouse environment.<br>Contract management, creation of contract specification for tender documents.<br>Health and safety policy and legislation.<br>Risk assessment and management.<br>Knowledge and ability to use a variety of information management systems.<br>Training needs analysis.<br>Able to resolve challenging matters and respond in a sensitive manner.<br>Budget management.<br>Report writing, presentation and data analysis.<br>Working knowledge of relevant regulatory requirements - Telecare Services Association, SSSC, National Care Standards.<br>Contract and procurement management. | Essential<br>Essential<br>Essential<br>Essential<br>Essential<br>Essential<br>Essential<br>Essential<br>Essential<br>Essential |
| <b>COMMUNICATION</b>                                  | Excellent communication skills to be able to clearly communicate and create good working relationships across all levels of partner organisations and professional boundaries<br><br>Ability to build strong and positive relationships with a range of key stakeholders including service users, their personal contacts, and associated professionals<br><br>Able to establish effective working relationship with suppliers and contractors in relation to the provision and management of goods, services and maintenance agreements                                                                                                                                                                                              | Essential<br><br>Essential<br><br>Essential                                                                                    |

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## Competencies & Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

### Customer focused

- manages complex customer relationships, supporting services to deliver effectively
- ensures regular contact with citizen is maintained until problems are resolved
- consults on service provision and uses feedback to implement service improvements

**Works Effectively with others**

- develops and reviews quality standards for service delivery
- manages citizen expectation and conflicting need
- builds and maintains constructive working relationships with other teams and groups
- encourages equality and diversity in the workplace
- treats people at all levels of the organisation with respect and values their abilities and contribution
- tackles difficult issues of harassment, victimisation and racism in the workplace
- facilitates open discussions and resolves conflicting views
- creates opportunities to build and develop networking contacts throughout the Council to exchange information and ideas.

**Managing change**

- helps others to understand and address their concerns about change
- proactively sells and champions change programmes to others
- manages major conflict which could prevent changes being implemented
- asks incisive questions to open up creative thinking and fresh ideas
- assesses the impact of change and puts measures in place to minimise risk
- plans the communication of change to explain what is different and what is the same.

**Taking Ownership and Responsibility**

- creates a sense of urgency about a situation when deadlines are slipping
- ensures actions which are down to others take place as necessary and/ or expected
- takes advantage of opportunities to influence future events
- commits to own continuous improvement
- is prepared to go beyond what appears to be required in the interests of the organisation
- motivates individuals and groups to be proactive even when meeting resistance
- keeps promises and honours commitments.

**Communicating Effectively**

- chairs meetings and facilitates groups effectively
- conveys difficult messages and gains acceptance
- diffuses conflict in a constructive non-threatening manner
- presents information in a persuasive and convincing manner
- asserts own opinions and expertise in tough situations
- is highly self aware and sociable, buoyant and positive when communicating with others.

**Planning and Decision Making**

- goes beyond information presented, and probes to get to the root of a problem, analysing cause and effect
- balances strict technical interpretation of issues with the need for practical solutions
- makes decisions that take account of multiple stakeholders
- properly considers departmental cost and resource implications when making judgements
- makes tough or unpopular decisions when required
- anticipates future trends/issues and amends plans accordingly.

**Leading Others**

- motivates and drives teams to achieve departmental objectives
- stimulates challenge and constructive debate within the team
- spots talent and gets the right team together, designs and constructs a team to make best use of members' abilities
- ensures constructive review takes place rather than apportioning blame
- leads without interfering, steps back and trusts people
- reinforces acceptable behaviours and values of the Council
- takes equal responsibility for the team's successes and failures.

**Managing Performance and Developing Others**

- holds managers accountable for their own and team performance
- encourages suggestions from managers/people to improve systems and processes
- ensures managers/people have the appropriate knowledge, skills and experience to deliver results and cope with change
- actively encourages and helps managers/people realise their potential and career aspirations
- sets team objectives and instils desire to exceed targets
- ensures key measures are in place including efficiency and where appropriate productivity.

**Political Sensitivity**

- recognises department/Council wide constraints - what is or is not possible in different circumstances
- uses departmental/Council wide relationships to get things done
- accepts that the political decision making process of the Council will influence the department
- demonstrates awareness of political and community issues relating to local government.