

Recruitment person specification

Post being recruited for: ...Complaints Triage Officer

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Our Behaviours

These apply to all posts

Respect – We're inclusive, we promote equality, we treat people with fairness, understanding and kindness and we consider others in our decisions and actions.

Integrity – We're open and honest, we take responsibility, we build trust and we pull together to do what's right for our residents, colleagues and city

Flexibility – We're open minded, we keep it simple, we adapt to provide great service and find better ways of doing things, and we embrace opportunities for shared working and learning

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	An understanding of Corporate complaints and the Local authorities responsibilities in relation to this An understanding of the legal/statutory framework for working with children and families including GIRFEC , The Promise and Corporate parenting .	<i>Experience in working closely with other agencies and offering a service to children, young people and families.</i> <i>The ability to work to timescales.</i>

Knowledge, skills and understanding	Effective written and verbal communication skills and ability produce good quality reports within limited time periods. The skills required to develop and maintain professional relationships with children, young people, families including those who are vulnerable and find it more difficult to access services. I.T skills – competent in the use of Microsoft office and experience of using electronic databases. A commitment to ensure that the needs of children, young people and families remain paramount. Ability to demonstrate trauma informed approach to practice. The ability to work as a member of a team. Recognise and work within professional boundaries. The ability to gather and/or analyse complex information, Work within environments with conflict and respond appropriately.	
Qualifications and training	• Education to HND level or equivalent experience • Knowledge and experience of education and social work legislation, regulation, policy and practice • Experience of working with members of the public, using empathy and resilience to deal with difficult situations	
Job specific requirements	<i>The ability to work within an environment with conflict and respond appropriately</i>	<i>Not every section needs a desirable – so in this case maybe everything is asked for at essential stage.</i>