



PERSON SPECIFICATION

JOB TITLE: Darwen Advice & Information Officer

LOCATION: Age UK Darwen office, Darwen Town Hall

You should address **each point** on the person specification explaining what qualities, skills or experience you have in order to demonstrate **how** you meet the requirements listed. **This is important as criteria from this will be used at the shortlisting stage.**

No.	Criteria	Essential (E) or Desirable (D)	Assessment method Application Form (AF) Interview (I) Presentation (P) Test (T)
SKILLS			
1.	Excellent communication and interpersonal skills	E	AF/I
2.	High standard of literacy and numeracy skills	E	AF/I/T
3.	Good organisational skills and an ability to organise own workload	E	AF/I
4.	Self motivation, the ability to work on own initiative and without close supervision	E	AF/I
5.	Ability to work under pressure, respond to changing needs and be flexible	E	AF/I
6.	Ability to work as part of a team	E	AF/I
7.	High standard of IT skills and ability to use different packages and online platforms	E	AF/I
8.	Current driving licence and use of a car for work	D	AF

No.	Criteria	Essential (E) or Desirable (D)	Assessment method Application Form (AF) Interview (I) Presentation (P) Test (T)
EXPERIENCE			
9.	At least two years experience of providing advice and information to the public	E	AF/I/T
10.	Experience of using electronic case record keeping systems	E	AF/I
11.	Experience of working with older people	D	AF/I
12.	Experience of working with a team of volunteers	D	AF/I
KNOWLEDGE			
13.	Knowledge and understanding of the problems and issues faced by older people and their carers	E	AF/I/T
14.	Knowledge and understanding of the welfare benefits system	E	AF/I/T
15.	Knowledge of the Care Act and its entitlements	D	AF/I/T
16.	Knowledge of services available for older people, particularly in Blackburn with Darwen	D	AF/I

March 2021

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