

**AGE UK HERTFORDSHIRE
PERSON SPECIFICATION**

POST TITLE:		Active Ageing Assistant Manager
The requirements stated below relate solely to the duties and responsibilities laid out in the Job Description. Applicants should provide evidence of their ability to meet the following criteria. NB: In your covering letter, you should cover <i>all</i> criteria in turn by number, as each will be assessed and marked for final scores.		
	CRITERIA	Method of Assessment
	KNOWLEDGE	
1	Extensive knowledge of social care services (Essential)	A & I
2	Knowledge of GDPR in relation to client data confidentiality (Essential)	A
	SKILLS & ABILITIES	
3	Self motivated with an optimistic attitude (Essential)	I
4	A commitment to quality standards and achieving results (Essential)	A
5	Excellent written and verbal communication and presentation skills (Essential)	A & I
6	Ability to provide visible and supportive leadership, to coach and mentor, motivate and develop staff /volunteers to achieve results (Essential)	A & I
7	Ability to ensure all services meet the contractual requirements of funders and service level agreements (Essential)	I
8	Ability to develop a service (Desirable)	A & I
9	Ability to translate strategic outcomes, service standards etc. in to operational objectives (Essential)	I
10	Ability to develop and maintain effective monitoring systems to ensure that the service meets the needs of service users and quality standards (Essential)	I
11	Ability to manage the marketing and publicity for new and existing services (Desirable)	A
12	Competent in the use of IT and a high level of literacy in database systems and office applications software (Essential)	A & I
13	Good organisational skills with the ability to meet deadlines and confidence in own ability to ensure that tasks are completed within agreed timeframes (Essential)	A & I
14	Good understanding of the issues faced by older people, in particular with Active Ageing (Essential)	A & I
15	Encourages continuous improvement (Desirable)	A
16	Ability to involve clients e.g. focus groups (Desirable)	I
17	Awareness of equality and diversity issues/ability to manage a diverse workforce (Essential)	I
	EXPERIENCE	
18	Working in the public sector or a charitable organisation providing services to the public and carrying out client assessments (Essential)	A & I

19	Project management experience (Essential)	A & I
20	Experience of monitoring and evaluation; collecting statistical information, conducting trend analysis, and feeding back information to support service planning and development (Essential)	A & I
21	Experience of managing a budget (Essential)	I
22	Experience of providing structured supervision and appraisal (Essential)	I
23	Working with volunteers (Desirable)	A & I
24	Experience of delivering services to clients (Essential)	A & I
25	Successful partnership working with multi-agencies including health and social care professionals both in the community and in hospitals (Essential)	A & I
26	Experience of working with commissioners (Desirable)	I
	QUALIFICATIONS, TRAINING & EDUCATION	
27	A good level of higher education (Desirable)	A
28	Training and qualifications in management and managing people; (Desirable)	A
29	Commitment to continued professional development (Desirable)	A
30	A qualification in health & safety (Desirable)	A
	ATTITUDE & PERSONAL CIRCUMSTANCES	
31	Full driving license and daily use of a car (Essential)	A
32	A willingness to travel in and around Hertfordshire to other AUKH offices and other meetings as required (Essential)	A & I
33	Adaptable and willing to work flexibly. (Essential)	I

METHODS OF ASSESSMENT: KEY TO ABBREVIATIONS	
A	Application Form (these are also shortlist criteria)
I	Interview