

**Age UK Hertfordshire  
Person Specification**

<b>POST TITLE:</b>		<b>Help in the Home Coordinator</b>
<p>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.  <b>NB: In your covering letter, you should cover <i>all</i> criteria in turn, as each will be assessed and marked during short-listing.</b></p>		
	<b>CRITERIA</b>	<b>METHOD OF ASSESSMENT</b>
	<b>KNOWLEDGE</b>	
<b>1</b>	A good awareness of confidentiality and data protection	<b>A &amp; I</b>
<b>2</b>	Knowledge of the voluntary and statutory sector	<b>A &amp; I</b>
	<b>SKILLS &amp; ABILITIES</b>	
<b>3</b>	High standard of organisational skills	<b>A</b>
<b>4</b>	A thorough understanding of the emotional and practical needs of clients	<b>A</b>
<b>5</b>	Practical technical knowledge of office systems including databases, scheduling systems and Email	<b>A&amp;I</b>
<b>6</b>	Ability to manage numerous and complex mobile phone communications via text	<b>A&amp;I</b>
<b>7</b>	High level of competence in the use of computers especially Microsoft Word, Databases and Excel	<b>A&amp;I</b>
<b>8</b>	Ability to support the recruitment and management of staff.	<b>A &amp; I</b>
<b>9</b>	A thorough understanding and ability to Appraise and Supervise staff	<b>A &amp; I</b>
<b>10</b>	Good listening and communication skills, including an excellent telephone manner	<b>A &amp; I</b>
<b>11</b>	Ability to prioritise and manage workload effectively	<b>A &amp; I</b>
<b>12</b>	Experience in developing a service	<b>A &amp; I</b>
<b>13</b>	Ability to support the marketing and promotion of the service to clients and Home Helpers	<b>A &amp; I</b>
	<b>EXPERIENCE</b>	
<b>12</b>	Working in an office environment that uses Office applications software and scheduling systems	<b>A</b>
<b>13</b>	Experience of working effectively within a team	<b>A &amp; I</b>
<b>14</b>	Admin/office procedures	<b>A</b>
<b>15</b>	Managing a team	<b>A &amp; I</b>
	<b>QUALIFICATIONS, TRAINING &amp; EDUCATION</b>	
<b>16</b>	Good general education including a qualification in English	<b>A</b>
<b>17</b>	Good awareness of Health and Safety	<b>A &amp; I</b>
<b>18</b>	A good understanding of Risk Assessments	<b>A &amp; I</b>
	<b>ATTITUDE &amp; PERSONAL CIRCUMSTANCES</b>	
<b>19</b>	Self motivated with the ability to motivate others	<b>A &amp; I</b>

<b>20</b>	A commitment to the aims, objectives and quality standards of Age UK Hertfordshire and the Help in the Home service	<b>A</b>
<b>21</b>	A committed team player with the ability to build and develop a team effectively	<b>A &amp; I</b>
<b>22</b>	A commitment to equal opportunities	<b>A</b>
<b>23</b>	An understanding of the importance of community working	<b>A</b>
<b>24</b>	Full driving licence	<b>A &amp; I</b>
<b>25</b>	Use of a car; a good understanding of geography of area covered and a willingness to travel around the County	<b>A &amp; I</b>
<b>26</b>	Flexible attitude to working hours	<b>A &amp; I</b>

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