

AGE UK HERTFORDSHIRE PERSON SPECIFICATION

POST TITLE:	Information and Advice Support Assistant	
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 personal statement on the application form, you should cover <i>all</i> criteria in turn, as each will be assessed and marked during short-listing.		
	CRITERIA	METHOD OF ASSESSMENT
	KNOWLEDGE , SKILLS & ABILITIES	
1	Self-motivated with an optimistic attitude	I
2	A commitment to providing an efficient service and achieving results	A & I
3	Good written and verbal communication skills	A & I
4	Competent in the use of computers and a good level of literacy in databases, Word and E mail; good organisational skills	A & I
5	Good understanding of the issues faced by older people	A & I
6	Good understanding of dementia and mild cognitive impairment	A & I
	EXPERIENCE	
7	Working in the public sector or a charitable organisation providing a service to the public	A & I
8	Working in an office environment that uses Office applications software and databases.	A & I
	QUALIFICATIONS, TRAINING & EDUCATION	
9	A commitment to equal opportunities	A & I
10	A good level of general education with a GCSE or equivalent in English.	A
	ATTITUDE & PERSONAL CIRCUMSTANCES	
11	Flexibility in terms of working hours and tasks.	A & I
12	Ability to work well in a team, as well as autonomously	A & I

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