

I&A Senior Person Specification

Essential	Desirable
Training & Education	
<p>Good standard of general education</p> <p>Excellent IT skills and an understanding of databases.</p>	
Experience & understanding	
<p>A minimum of three years' advice experience.</p> <p>Understanding of the basic principles and good practice in providing information & advice provision.</p> <p>Experience of management and supervision of staff or volunteers</p> <p>Experience of working to and maintaining quality standards such as ISO and AQS.</p> <p>Experience and knowledge of using a wide variety of IT packages including Microsoft Office and CRM systems.</p> <p>Experience of working as part of a team</p>	<p>Experience of working in inter-agency partnerships</p> <p>Experience of working in the voluntary sector.</p> <p>Knowledge and Understanding of Lasting Power of Attorney and the Mental Capacity Act</p>
Core Competencies	

Essential	Desirable
<p>The ability to champion customer satisfaction and able to put customers' needs first when managing service issues and processes.</p> <p>Excellent communication to encourage person centred support and build lasting trusting relationships.</p> <p>Able to communicate effectively, verbally and in writing, with a range of customers from different cultural and socio-economic backgrounds.</p> <p>Highly accurate Data Entry and a substantial level of attention to detail when producing legal deeds for the LPA service</p> <p>The ability to plan, prioritise and organise work and resources to ensure a quality service is provided to older people.</p> <p>Able to share knowledge and skills on information and advice service provision, following set processes as required for individual services such as LPA.</p> <p>Understand the need to drive and champion continuous service improvement.</p> <p>Understand the legal, regulatory, operational and reputational risks of the services and evaluate mitigating actions</p> <p>Sets high standards for the I&A services, staff and volunteers, guiding, motivating, developing and supervising them to achieve high performance and meet service objectives.</p>	<p>Understanding of managing risk in relation to services and projects.</p>
Personal Attributes	
<p>An empathy with older people and an understanding of their needs.</p> <p>Self-motivating, focus on detail with a flexible attitude to work,</p>	

Essential	Desirable
<p>A strong leader able to lead and motivate a team, even under pressure.</p> <p>Excellent presentation and communications skills.</p>	