**North Northants Council – Person Specification- Support Services Team Leader**

The ideal candidate will be able to demonstrate the following skills, knowledge and experience

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| **Criteria** | Skills, Knowledge, Experience etc | **Essential / Desirable** | **Method of Assessment** |
| Education / Qualifications | A good general education - with a minimum of 5 GSCE'S passes at Grade C or above or equivalent  | E | Application |
| Degree in a related subject  | D | Application  |
| Relevant professional qualification in management or supervision  | D | Application  |
| Experience | A minimum of two years working with elderly client groups requiring support to remain independent in their own home. | E | Application |
| Supervisory or Line Management experience | E | Application  |
| Developing, Implementing and undertaking support plans  | E | Application/Interview  |
| Customer interviewing and complaints handling experience | D | Application/Interview  |
| Ability to build relationships with individuals who have complex needs | E | Application/Interview  |
| Knowledge | Health and Safety  | D | Interview  |
| Risk Assessments  | E | Interview  |
| Freedom of Information and Data Protection | E | Interview  |
| Welfare Benefits available for elderly customers  | E | Application  |
| Abilities | Able to make effective decisions | E | Application  |
| Excellent IT Skills | E | Interview  |
| Able to deal with confidential and sensitive information  | E | Application/Interview  |
| Analyse produce and provide performance information | E | Interview  |
| Skills | Well-developed communication skills – verbal written and presentation  | E | Application |
| Ability to remain calm focussed and professional when dealing with difficult customers or stressful situations | E | Interview  |
| Motivation | Customer focussed  | E | Application |
| Able to prioritise workloads and meet deadlines | E | Interview |
| Able to lead motivate and inspire other team members | E | Interview |
| Pro active, Flexible, Team player | E | Application |
| Miscellaneous | Driving licence and use of a vehicle | E | Application |
| Able to work flexible hours to meet the needs of the service  | E | Application |