

PERSON SPECIFICATION

The need to access social care services can be a stressful and difficult time for people. We will show empathy, sensitivity, compassion and understanding at all times.				
Kind		Behaviour we expect		Behaviour we will not accept
	✓	<b>Treat</b> everyone in a friendly, courteous manner, smile and make eye contact	✗	<b>Forgetting</b> we are here to provide a service to customers
	✓	<b>Listen</b> to the wishes and preferences of customers	✗	<b>Criticising</b> colleagues or disagreeing with them in front of customers & other staff
	✓	<b>Treat</b> customers and colleagues with dignity and respect	✗	<b>Appearing</b> unapproachable or moody
	✓	<b>Understand</b> people come from varied backgrounds; challenge bias, prejudice, and intolerance	✗	<b>Imposing</b> personal beliefs & opinions on customers & colleagues
Safe	✓	<b>Follow</b> The Fed's procedures for health & safety & infection control	✗	<b>Blaming</b> others for mistakes
			✗	<b>Wearing</b> inappropriate dress or having an unprofessional appearance
	✓	<b>Maintain</b> privacy and ensure confidential information is kept safe & secure	✗	<b>Being</b> unsupportive of change & of new ideas for improvement
	✓	<b>Learn</b> from mistakes & ask for support where necessary	✗	<b>Moaning</b> and demoralising others without trying to change things
	✓	<b>Respond</b> promptly to enquiries and requests for help	✗	<b>Bullying</b> or failing to support colleagues
	✓	<b>Ensure</b> appearance is professional	✗	<b>Abuse</b> or harm of any kind of our service users or other vulnerable people
	✓	<b>Understand</b> how we safeguard vulnerable children & people		
Excellent	✓	<b>Provide</b> consistently high-quality care & service		
	✓	<b>Look</b> for better ways of working to achieve improvements		
	✓	<b>Question</b> poor practice, processes, & behaviour		
	✓	<b>Access</b> opportunities for learning & development		
	✓	<b>Uphold</b> the values and be proud to be part of The Fed		
Innovation and excellence in health & social care				THE FED



## PERSON SPECIFICATION

**Post Title:** Business Development & Customer Care Manager

**Department:** Clinical Services

\* Key: AF = Application Form      C = Certificate      I = Interview

<u>Factors</u>	<u>Essential Criteria</u>	<u>* How Evidenced</u>	<u>Desirable Criteria</u>	<u>* How Evidenced</u>
<b>Qualifications</b>	Good standard of higher education	AF	A relevant qualification in Sales, Marketing, management, or related social care field is advantageous	AF
<b>Experience</b>	Experience of working in a sales or business development field	AF/I	Experience of social care and the provision of care in a care home setting or hospital-based setting	AF/I
	Experience of building excellent customer relationships	AF/I		
	Experience of customer retention	AF/I		
<b>Personal Qualities</b>	A passion for quality, building relationships and driving our reputation	I		
	Able to demonstrate empathy for the needs of our customers & their families	AF/I		
	A commitment to the values of maintaining dignity, respect & independence of customers	AF/I		
	Able to demonstrate an understanding of the importance of person-centred care	AF/I		
	A confident and composed demeanour	I		
	To be self-motivated, enthusiastic, & able to use own initiative	I		
<b>Knowledge</b>	Understand the importance of confidentiality and demonstrate a knowledge of how it can be maintained	I		

	A good understanding of social care issues	AF/I	An understanding or experience of the CQC inspection process. A knowledge of local authority funding processes	I
	Able to demonstrate a good understanding of Safeguarding of Vulnerable Adults policies and procedures	AF/I		

<u>Factors</u>	<u>Essential Criteria</u>	<u>* How Evidenced</u>	<u>Desirable Criteria</u>	<u>* How Evidenced</u>
<b>Skills</b>	Excellent verbal, written & numeracy skills	AF/I		
	Knowledge & experience of using Microsoft Office packages. Knowledge & use of other databases	AF/I Presentation		
	Ability to act as an ambassador for the organisation by identifying scope to drive forward the number of admissions per annum with an ability to convert enquiries to admissions	AF/I		
	Ability to plan & develop strategies that will maintain occupancy levels & quality	I Presentation		
	High level attention to detail	I		
	Excellent negotiating skills	I		
	Ability to prioritise workload & deliver on targets	I		
	A willingness to work flexibly and a commitment to teamwork	I		

<b>Additional Requirements</b>	Knowledge of Basic Health & Safety requirements	AF & I		
	Committed to providing excellent standard of service	AF & I		
	A sensitivity to the cultural and religious needs of Jewish people	AF & I		
	The ability to understand & behave at all times in line with the Company's values.	AF & I		