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**PERSON SPECIFICATION**

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| --- | --- | --- | --- | --- | --- |
| **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** |
| ✓ | **Treat** everyone in a friendly, courteous manner, smile & make eye contact | |  |  |
| ✓ | **Help** anyone who appears lost | | 🗶 | **Abuse** of any kind of service users |
| ✓ | **Listen** to the wishes and preferences of service users | | 🗶 | **Forgetting** we are here to provide a service to people |
| ✓  ✓ | **Treat** service users & colleagues with dignity & respect  **Understand** people come from varied backgrounds; challenge bias, prejudice & intolerance | | 🗶 | **Criticising** colleagues/disagreeing with them in front of  service users, visitors and other staff |
| 🗶  🗶 | **Appearing** unapproachable or moody  **Imposing** personal beliefs and opinions on service users |
| **Safe** | ✓ | **Follow** THE FED’s procedures for health & safety and infection control | | 🗶  🗶 | **Blaming** others/other departments for mistakes  **Wearing** inappropriate dress/or having an unprofessional |
|  | ✓  ✓ | **Maintain** privacy and ensure confidential information is kept safe and secure  **Learn** from mistakes & ask for support where necessary | | 🗶 | Appearance  **Being** unsupportive of change/of new ideas for improvement |
|  | ✓ | **Respond** promptly to enquiries & requests for help | | 🗶 | **Moaning** and demoralising others without making an attempt to change things |
|  | ✓  ✓ | **Ensure** appearance is professional & name badge is visible  **Keep** work area clean, tidy & pick up litter when you see it | | 🗶 | **Bullying** or abuse of colleagues |
|  | ✓ | **Ensure** the safety & wellbeing of the people we support | |  |  |
| **Excellent** | ✓ | **Provide** consistently high quality care & service | |  |  |
| ✓ | **Look** for better ways of working to achieve improvements | |  |  |
| ✓ | **Respect** service users/customers time; apologise & explain if we keep people waiting | |  |  |
| ✓ | **Question** poor practice process & behaviour | |  |  |
| ✓ | **Access** opportunities for learning & development | |  |  |
| ✓ | **Uphold** the values and be proud to be part of THE FED | |  |  |
| Excellence, Ownership and Sustainability | | | THE FED | | |

**Text

Description automatically generated with medium confidence**

**PERSON SPECIFICATION**

**Post Title:** Training Administrator **Department:** Training & QA

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

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| --- | --- | --- | --- | --- |
| **Factors** | **Essential Criteria** | **\* How Evidenced** | **Desirable Criteria** | **\* How Evidenced** |
| **Qualifications** | Qualification in English and Mathematics | AF | Experience working within a Training environment | AF |
|  |  | Business Administration Level 2 | AF |
|  |  | Customer Service Level 2 | AF |
|  |  | Information, Guidance & Advice Level 2 | AF |
| **Experience** | Minimum 3 years experience within an administrative post | AF |  |  |
|  |  |  |  |
| **Personal Qualities** | Methodical, well organised and excellent attention to detail | I |  |  |
| A willingness to work flexibly and a commitment to team work | I |  |  |
| A passion for helping and an ability to relate well to other people | I |  |  |
|  |  |  |  |
| **Knowledge** | Microsoft Word/Excel/Outlook | AF | PowerPoint |  |
| Understand the importance of confidentiality and demonstrate a knowledge of how it can be maintained | I |  |  |
| Understanding of the principles of equality and how they apply in the HR role | I |  |  |

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| **Factors** | **Essential Criteria** | **\* How Evidenced** | **Desirable Criteria** | **\* How Evidenced** |
| **Skills** | Excellent verbal and written communication skills | I | Experience of using ASCW-DS (Adult Social Care Workforce Data Set) system | AF & I |
| Able to recognise and prioritise workload effectively, especially in an emergency situation | I |  |  |
| Excellent organisation skills | I |  |  |
| Experience of database entry management | AF & I |  |  |
| Good English, Numeracy & Computer skills | AF & I |  |  |
| **Additional Requirements** | 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 and behave at all times, towards residents, visitors and colleagues according to the Company’s values. | AF & I |  |  |