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| **PERSON SPECIFICATION** |
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| **Job Title** | **Grade** | **Directorate** | **Section** |
| **New Leaf Community Energiser** | National Living Wage | Disability Information Bureau | New Leaf |
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| **NOTE TO APPLICANTS:****Whilst all points on the specification are important, those marked ‘E’ (essential) are the key requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.** |
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| **CATEGORY** | **REQUIREMENTS** | **METHOD OF ASSESSMENT** |
| **EXPERIENCE** | Experience of using a computer at home, school or college. (E)  | A+I |
| Experience of using Microsoft Word and Excel (D) | A+I |
| Experience of working as part of a team (E)  | A+I |
| **SKILLS AND KNOWLEDGE** | Demonstrate and provide evidence of an effective approach to customer care (E) | A+I+AC |
| Effective communication, verbal, written, numerical and interpersonal skills (E)  | A+I |
| Able to follow instructions and produce accurate written and numerical work. (E ) | A+I |
| Enthusiastic about providing good customer service. (E) | A+I |
| Ability to work collaboratively with colleagues and carry out tasks effectively, knowing when to seek help, support and advice (E)  | A+I |
| Ability to work on own initiative, determine appropriate courses of action to a range of issues, and prioritise workload to meet required deadlines (D)  | A+I |
| **EDUCATION AND QUALIFICATIONS** | Commitment to undertaking and completing a level 2 qualification (E) | A+I |
| **OTHER REQUIREMENTS** | Flexibility in approach to work in terms of evening and weekends as required (E) | A+I |
| Ability to travel to various locations using own or public transport (E) | A+I |
| Knowledge of the importance of equality and diversity (D) | A+I |
| **REVIEW ARRANGEMENTS:** |
| The details contained in this Person Specification reflect the requirements of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change and with that the person specification may alter. Existing skills may no longer be required and other skills may be required without changing the general nature of the post or the level of responsibility entailed. Consequently, GGHT will expect to revise this Person Specification from time to time and will consult with the postholder at the appropriate time. |
| **FUNDING ARRANGEMENTS:** |
| This position is funded through Building Better Opportunities (BBO) - New Leaf Project by the Big Lottery and the European Social Fund.  |
| **Date Person Specification Prepared/Revised:** | 09/07/19 |
| **Prepared/Revised By:** | Laura Smith CEO |

**E** – Essential Criteria **D** – Desirable Criteria

METHOD OF ASSESSMENT

**A =** APPLICATION FORM

**I = Interview**