

Children's Hearings Scotland

PERSON SPECIFICATION

Post Title: Panel & Area Support Officer

FACTORS	CRITERIA		MEANS OF ASSESSMENT		
			Application	Reference	Interview Process
Education, Qualifications and Training	Essential	Educated to degree level	✓		
Experience	Essential	Experience of effectively managing paid staff and volunteers and a good understanding of the difference between the two	✓		✓
		Experience in education or children's services in a national organisation	✓	✓	✓
	Desirable	Experience of working for or with an organisation that delivers services through volunteers	✓	✓	✓
Skills, Knowledge and Aptitudes	Essential	Good working knowledge of the Children's Hearing system	✓		✓
		Excellent interpersonal and communication skills, oral, listening and written.	✓	✓	✓
		Able to demonstrate experience of engagement with complex stakeholder groups during times of significant change	✓	✓	✓
		Ability to foster good working relationships with a range of colleagues both internally and externally	✓	✓	✓
		Ability to deliver complex information to a range of audiences, both in written reports and through presentations and in meetings	✓	✓	✓
		Skilled in e-communication and proficient and/or willing to learn in best use of new technologies	✓		✓
		Ability to foster good working relationships with a range of colleagues both internally and externally	✓	✓	✓
	Desirable	Experience of design and delivery of e-learning	✓		✓

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Personal Attributes	Essential	Positive, enthusiastic and adaptable	✓	✓	✓
		Self managing but team orientated in approach to work		✓	✓
		Professional, calm and confident manner	✓	✓	✓
Special Requirements	Essential	Able occasionally to work outside office hours of 9.00 - 5.30 pm	✓	✓	✓
		Ability to travel as required within Scotland.	✓	✓	✓
		Health record appropriate for requirements of the post	medical questionnaire assessed by independent occupational health service		