

## RESIDENT INVOLVEMENT OFFICER – Person Specification

What are we looking for?		How will we check if you have it?
<b>Experience</b>	<ul style="list-style-type: none"> <li>• ... of providing customer focused service.</li> </ul>	Application form and Interview
	<ul style="list-style-type: none"> <li>• ... of working as part of a team.</li> </ul>	Application form and Interview
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Ability to empathise with customers.</li> </ul>	Application form and Interview
	<ul style="list-style-type: none"> <li>• Ability to communicate with a wide range of people.</li> </ul>	Application form, Test and Interview
	<ul style="list-style-type: none"> <li>• Ability to motivate people on a group and individual basis, and facilitate groups.</li> </ul>	Test and Interview
	<ul style="list-style-type: none"> <li>• Ability to represent the Trust at meetings, externally and internally.</li> </ul>	Interview
<b>Other</b>	<ul style="list-style-type: none"> <li>• Travel - Must be flexible and able to travel to visit residents at home.</li> <li>• Evenings and Weekends - must be able to attend evening and occasional weekend meetings.</li> </ul>	Application form and Interview
<b>Equal Opportunities</b>	<ul style="list-style-type: none"> <li>• An understanding of and commitment to issues involved with working and providing services in a multicultural environment.</li> </ul>	Application form and Interview

What are we looking for?	How will we check if you have it?	
<b>Core competencies</b>	<ul style="list-style-type: none"> <li>• Customer Focus – Delivers an excellent service to internal and external customers.</li> </ul>	Application form and Interview
	<ul style="list-style-type: none"> <li>• Communication – Uses clear and effective written and verbal communication skills with others.</li> </ul>	Application form and Interview
	<ul style="list-style-type: none"> <li>• Judgement and decision making – Able to make sound decisions and solve problems based on good use of judgement.</li> </ul>	Test
	<ul style="list-style-type: none"> <li>• Influencing and negotiation – Able to persuade and convince others to a course of action and/or negotiate solutions.</li> </ul>	Application form and interview
	<ul style="list-style-type: none"> <li>• Working with others/Teamwork – Develops and maintains effective and co-operative working relationships with others and shows respect for all.</li> </ul>	Application form and interview
	<ul style="list-style-type: none"> <li>• Achieving results and quality focus – Sets and meets high work standards and demonstrates commitment to achieving objectives.</li> </ul>	Application form
	<ul style="list-style-type: none"> <li>• Planning and Organising – Works in a systematic way, planning, and allocating time and resources effectively.</li> </ul>	Application form
	<ul style="list-style-type: none"> <li>• Liaising and Networking – Able to build constructive relationships with others both inside and outside the organisation to improve knowledge, share information and ensure effective business practices.</li> </ul>	Interview
	<ul style="list-style-type: none"> <li>• Change and Innovation - Is receptive to the need for change, is adaptable and produces ideas for improvement in own area of work.</li> </ul>	Interview
	<ul style="list-style-type: none"> <li>• Financial/Numeric Awareness - Has an understanding of the importance of accurate numeric and financial information. Able to use statistics and financial information to inform day-to-day activities.</li> </ul>	Test and Application form
	<ul style="list-style-type: none"> <li>• Business Awareness - Understands the external environment in which the organisation operates and contributes to developing its business plan for success.</li> </ul>	Application form and Interview