

RESIDENT INVOLVEMENT OFFICER – Person Specification

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

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