

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



PERSON SPECIFICATION

JOB TITLE: ROAD - Quality & Compliance Officer

Factor	Criteria No	Criteria	Ranking	Criteria to be tested by...(tick as appropriate)					Certificate
			(Essential/ Desirable)	Application Form	Interview	Presentation	Practical Exercise	Work Simulated Test	
Education & Qualifications	1	Good standard of education to GCSE equivalent, particularly in english and mathematics	E	*					*
	2	Level 3 in Information Advice & Guidance or equivalent	E	*					*
	3	A recongised training qualification to support delivery to staff/participants	D	*					*
Experience	1	Successfully working in an employment programme setting	E	*	*				
	2	Working with a variety of partners - internal and external to provide tailor made solutions to meet participant and programme requirements	E	*	*				
	3	MI & Data - collate, interpret and plan actions based on available MI and data	E						
	4	Ability to facilitate collaborative working across teams	E	*	*				
	5	Supervision and management of key resources	D	*	*				
	6	Substantial experience of using software packages in particular Microsoft Office, bespoke Customer Tracking Systems and video calling platforms	E	*	*				
	7	Leading by example with performance in ouputs outcomes and results.	E	*	*				
	8	Experience of quality, compliance and continuous improvement processes	D	*	*				
Knowledge	1	Health & Safety and Equal Opportunities legislation and practices	E	*	*				
	2	A sound understanding of the employability and skills agenda	E	*	*				

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	3	Specialist knowledge of challenges faced by one or more of the following groups: people with health conditions, BME, substance misuse, homelessness, offending.	D	*	*				
Personal Skills	1	Ability to work effectively as a member of a team within a complex, changing and challenging environment	E						
	2	Ability to work on own initiative, taking responsibility for achievement of identified programme targets maintaining quality	E	*	*				
	3	Good communication skills (both written and verbal) to support the achievement of the organisation's objectives and to deal with people at all levels	E	*	*				
	4	Ability to innovate and inspire peers and participants with a patient and tactful approach to achieve positive outcomes	E	*	*				
	5	Ability to engage and develop positive, trusting relationships with peers and participants	E	*	*				
	6	Ability to maintain confidentiality as required.	E	*	*				
Additional Requirements	1	Prepared to undertake occasional evening and weekend work	E		*				
	2	A commitment to Equal Opportunities and Diversity in all work practices	E	*	*				
	3	Full Driving Licence	E	*					
	4	An appreciation and commitment to Health and Safety issues in the workplace	E	*	*				