

# PERSON SPECIFICATION

JOB TITLE: Navigator (ROAD)

Factor	Criteria No	Criteria	Ranking	Criteria to be tested by... mark as appropriate)						
			(Essential/ Desirable)	Application Form	Interview	Presentation	Practical Exercise	Work Simulated Test	Certificate	
General	1	Good standard of education to GCSE equivalent, particularly in English and mathematics	E	X						X
	2	Information, Advice & Guidance or Employment Related Services Level 3 or above	E	X						X
Experience	1	Substantial experience of working with unemployed people to match them with suitable job vacancies and/or training opportunities	E	X	X					
	2	Experience of providing 1:1 support and using action planning methods to enable individuals to achieve their goals	E	X	X					
	3	Experience of referring and supporting unemployed individuals to access other providers	E	X	X					
	4	Experience of partnership working	D	X	X					
	5	Experience of marketing and promoting programmes using a range of methods	E	X	X					
	6	Substantial experience of using software packages in particular Microsoft Word, Excel, PowerPoint and bespoke Customer Tracking Systems	E	X	X					
	7	Experience of ensuring quality assurance in programme delivery to achieve targets	E	X	X					

Knowledge	1	Knowledge of the local job market in Durham and the wider travel to workarea	E	X	X				
	2	Knowledge of barriers faced by those who are unemployed - health, financial, employability & digital inclusion	E	X	X				
	3	Knowledge of how to engage service users to enable services to meet their needs	E	X	X				
	4	Knowledge using Management Information Systems to record information	E	X	X				

Personal Skills	1	Excellent relationship management and interpersonal skills	E	X	X				
	2	Excellent organisational skills	E	X	X				
	3	Excellent communication and negotiation skills (both written and verbal) to work with people and clients at all levels	E	X	X				
	4	Ability to achieve targets and deadlines whilst still maintaining quality	E	X	X				
	5	Ability to maintain confidentiality at all levels	E	X	X				

Additional Requirements	1	Prepared to undertake occasional work out of hours	E		X				
	2	A commitment to Equal Opportunities and Diversity in all work practices	E	X	X				
	3	Full driving licence and access to a vehicle for work purposes.	E	X					
	4	An appreciation and commitment to Health and Safety issues in the workplace	E	X	X				