

**AGE UK HERTFORDSHIRE
PERSON SPECIFICATION**

POST TITLE:	Information and Advice Coordinator	
<p>The requirements stated below relate solely to the duties and responsibilities laid out in the Job Description. Applicants should provide evidence of their ability to meet the following criteria. NB: In your personal statement on the application form, you should cover <i>all</i> criteria in turn, as each will be assessed and marked during short-listing.</p>		
	CRITERIA	Method of Assessment
KNOWLEDGE , SKILLS & ABILITIES		
1	Self-confidence with an optimistic attitude	I
2	A commitment to quality standards and achieving results	A & I
3	Ability to deliver the information and advice (including benefit advice) service according to the project brief	A & I
4	Good written and verbal communication skills	A, I & E
5	Ability to manage and motivate volunteers	I
6	Competent in the use of computers and a good level of literacy in databases, Word and E mail;	A, I & E
7	Good organisational skills	A & I
8	Good understanding of the issues faced by older people	A & I
9	Good understanding of dementia and mild cognitive impairment	A & I
10	Able to adapt to meet the needs of the service	A & I
EXPERIENCE		
11	Working in the public sector or a charitable organisation providing a service to the public	A & I
12	Experience of delivering projects in accordance with conditions laid down in service level agreements / funding contracts	A & I
13	Experience of collecting statistical information and feeding back information to support service planning and development	A & I
14	Working in social care with knowledge of the needs of older people including dementia and mild cognitive impairment (Desirable)	A & I
QUALIFICATIONS, TRAINING & EDUCATION		
15	A commitment to equal opportunities	A & I

16	A good level of education with evidence of continual self development	A
ATTITUDE & PERSONAL CIRCUMSTANCES		
17	Full driving license and daily use of a car and willingness to travel extensively	A & I
18	Willingness to work flexibly, and to cover weekends if required	I

METHODS OF ASSESSMENT: KEY TO ABBREVIATIONS	
A	Application Form (these are also shortlist criteria)
I	Interview
E	Exercise