

Scottish Children's Reporter Administration

PERSON SPECIFICATION

Post Title: **Locality Support Administrator**

Location: **Locality Team**

FACTOR	CRITERIA		MEANS OF ASSESSMENT		
			application	reference	interview
Education, Qualifications and Training	Essential	Educated to Higher level or equivalent (e.g. SVQ 3)	√		√
Experience	Essential	Confident & competent in the use of Microsoft Office applications e.g. Outlook, MS Teams, Word as well as IT kit used within the hearings and office environment e.g. laptops, conferencing units and other digital technology	√		√
	Desirable	Experience of dealing with members of the public	√		√
Skills, Knowledge and Aptitudes	Essential	Excellent interpersonal skills		√	√
		Open and empathetic approach to the needs of children & families		√	√
		Ability to work effectively as part of a team	√	√	√
		Ability to work on own initiative	√	√	√
		Ability to prioritise and work to deadlines	√	√	√
		Good administrative skills	√	√	√
		Ability to produce accurate work	√	√	√
	Good communication skills, oral and written	√	√	√	
Desirable	Knowledge of the Children's Hearings System	√		√	

Scottish Children's Reporter Administration

PERSON SPECIFICATION

Post Title: **Locality Support Administrator**

Location: **Locality Team**

FACTOR	CRITERIA		MEANS OF ASSESSMENT		
			application	reference	interview
Personal Attributes	Essential	Sensitive to the individualized needs of children and young people		√	√
		Understanding what good customer service should look like	√		√
		Flexible, adaptable and able to work under pressure		√	√
	Desirable	Able to deal with staff in other agencies	√	√	√
Special Requirements	Essential	Health record appropriate for requirements of the post	medical questionnaire assessed by independent occupational health service		