

## PERSON SPECIFICATION

**POST:** Salford Youth Alliance Project Support Officer

**GRADE:** 2

The person specification is an important part of the recruitment process. It should be read carefully as it will form the basis of shortlisting and ultimately, appointing the successful applicant. You must demonstrate how you meet each of the following criteria in your application.

ESSENTIAL REQUIREMENTS	Assessment Criteria
<b>Qualifications:</b>	
•	C/AF
<b>Skills</b>	
• Ability to develop & maintain effective administrative systems	AF/I
• Excellent planning and organisational skills with the ability to prioritise workloads and manage time efficiently	AF/I
• Methodical and thorough approach to work	AF/I
• Customer-centric approach with high standards and attention to detail	AF/I
• Able to work with confidential and sensitive personal information and adhere to principles of GDPR and good data protection governance	AF/I
• Excellent customer service skills	AF/I
<b>Experience &amp; Knowledge</b>	
• Experience of using a range of IT systems and programmes	AF/I
• Experience of using and updating databases	AF/I
• A flexible approach to working hours and willingness to work evenings and weekends	AF/I
• Working knowledge of systems including Outlook, Excel and Word	AF/I
• Experience of communicating with clients effectively and to be polite courteous and professional at all times.	AF/I
<b>Behaviours</b>	
• Professional	AF/I

• Respectful	AF/I
• Knowledgeable	AF/I
• Passionate	AF/I
• Solution Driven	AF/I
<b>DESIRABLE REQUIREMENTS</b>	<b>Assessment Criteria</b>
<b>Qualifications:</b>	
• Any relevant administrative qualifications	C/AF
<b>Skills</b>	
• Excellent planning and organisational skills with the ability to prioritise workloads and manage time efficiently	AF/I
• Knowledge of and ability to use effective data collection and monitoring tools	AF/I
• Ability to chair meetings effectively	AF/I
<b>Experience &amp; Knowledge</b>	
• Experience of working with young people	AF/I
• Experience of liaising with multiple staff members and stakeholders	AF/I
• Ability to effectively operate all forms of social media	AF/I
• Possession of driving licence and use of car for work	AF/I
• Experience of calendar / diary management	AF/I

**NOTE TO APPLICANTS:**

Please demonstrate in your application how you feel you meet the above requirements

**KEY:** I = Interview, C = Certificate, AF = Application Form, T = Test