



Person Specification			
<b>Post title</b>	Refugee Resettlement Programme Support Officer	<b>Grade / Salary</b>	G / SCP 19 - 22 / £29,777 - £31,364 per annum

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
<b>Skills, knowledge, experience</b>		
S1	Demonstrate the expected behaviours of the Council's staff.	CV, I,
S2	General administrative experience within a busy office environment.	CV, I,
S3	To be able to demonstrate a commitment to working to consistently high standards and in a flexible and responsive manner, whether individually or as a member of a team.	CV, I,
S4	To have a high degree of flexibility, with the ability to prioritise workloads, often to tight deadlines, and to work with a variety of partners.	CV, I,
S5	Experience of supporting the development of processes and policy documentation	CV, I,
S6	Excellent oral and written communication skills.	CV, I,
S7	The ability to be articulate and accurate in relation to the work of the Resettlement Team and the wider Early Help and Prevention Service	CV, I,
S8	A high level of administrative and organisation skills with the ability to deliver accurate work to deadlines	CV, I,
S9	Possess a high level of interpersonal skills and demonstrate an ability to liaise and build relationships with internal and external partners	CV, I,
S10	To be hardworking, courteous and co-operative.	CV, I,
S11	To demonstrate an ability to communicate in an open and honest manner.	CV, I,
S12	To demonstrate a commitment to improving our services.	CV, I,

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S13	Have a knowledge of the various Government Resettlement Schemes that Knowsley participates in.	CV, I,
<b>Personal attributes and circumstances</b>		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
<b>Communication</b>		
C1	Good communication skills – written, oral and presentational	CV, I,
C2	Ability to translate complex information into presentations and reports to suit a range of audiences.	CV, I,
<b>Qualifications</b>		
Q1	Good standard of general education, including English Language GCSE or equivalent	CV, C
Q2	ICT literate/ Microsoft Office skills	CV, I, C

**A** = Application form   **CV** = Curriculum Vitae   **C** = Certificate   **E** = Exercise   **I** = Interview   **P** = Presentation   **AC** = Assessment Centre   **T** = Test

**Where the post involves working with children, in addition to a candidate’s ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:**

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Emotional resilience in working with challenging behaviours.**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

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