



Person Specification			
Post title	Technical and Quality Services Officer	Grade / Salary	H

***** This post is exempt from the provisions of the Rehabilitation of Offenders Act – applicants must disclose all criminal convictions including those which are ‘spent’, in addition to any cautions and bindover orders received in the last 12 months *****

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
Skills, knowledge, experience		
S1	An understanding of service delivery at an operational level and the impact that intelligence driven information can have on the outcomes.	CV/I
S2	An understanding of the appropriate service quality standards including legislative, regulatory and national guidance associated with the service delivery.	CV/I
S3	Ability to analyse and interpret data and present findings in a clear and concise manner to a variety of different audiences and in a variety of different formats.	CV/I/T
S4	Ability to apply the appropriate computer applications e.g. CONFIRM, Route Optimisation software, MapInfo to provide analysis on the planning, capacity building, management and deployment of resources and assets to ensure the most effective and cost efficient services are being delivered.	CV/I
S5	Understanding of Quality Management Systems ie. ISO 9001 - practical experience of developing and maintaining methods of work, operational procedures and recording systems.	CV/I
S6	Practical experience of conducting Quality Management System Audits and developing improvement programmes to ensure conformance.	CV/I
S7	Experience of conducting workplace audits and inspections e.g. Vibration audits, time and motion study	CV
S8	Effective communication skills oral, written and presentation	CV/I

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S9	Ability to monitor/measure outcomes in relation to performance indicators.	CV
S10	Good knowledge of customer care practices and demonstrates an ability to build excellent relationships with both internal and external customers	CV
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
P2	A demonstrable willingness to share information and work with other people.	I
P3	Good knowledge of Microsoft Word, Outlook, Excel, Access and Power Point. Together with ability to use other IT systems e.g. Confirm to aid decision-making and operational management, Mapinfo and Webaspx	I
P4	Ability and willingness to travel both inside and outside the council area as required.	I
Communication		
C1	A demonstrable willingness to share information and work with other people, including the ability to listen, communicate with and understand others, taking account of other people’s points of view.	CV/I
Qualifications		
Q1	QMS Auditor / Lead Auditor	CV/I/C
Q2	Evidence of personal professional development in related field e.g. IOSH Hand Arm Vibration	CV/I/C

CV/SS = Curriculum Vitae/Supporting Statement **A** = Application Form **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.

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- **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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