



Person Specification			
Post title	Senior Technical and Quality Services Officer	Grade	J / £37,280 - £39,152

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	Understanding of service delivery at an operational level, with clear insight into the impact that intelligence driven information can influence outcomes.	CV/SS, I
S2	Experience of working with Quality Management Systems - practical experience of developing and maintaining methods of work, operational procedures and recording systems. Practical experience of conducting Quality Management System Audits and developing improvement programmes to ensure conformance.	CV/SS, I
S3	Experience of analytical skills, with the ability to interpret and present data clearly and concisely for various audiences and in multiple formats. With the capability of monitoring and evaluating outcomes against the performance indicators.	CV/SS, I, E
S4	Proficient in utilising relevant 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 services are delivered efficiently and cost-effective.	CV/SS, I
S5	Effective communication skills oral, written and presentation.	CV/SS, I
S6	Good knowledge of customer care practices and demonstrates an ability to build excellent relationships with both internal and external customers	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
P2	Ability and willingness to travel both inside and outside the council area as required.	I

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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/SS, I
C2	Ability to build excellent relationships with both internal and external customers	CV/SS, I
Qualifications		
Q1	QMS Auditor / Lead Auditor	CV/SS, C
Q2	NVQ Level 4 or similar	CV/SS, 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.
- 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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