



Person Specification			
Post title	SEND and Inclusion – Complaints and Redaction Support Coordinator	Grade	K / £39,862 to £41,771

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		
S2	Experience in building and maintaining excellent relationships with customers and stakeholders	CV/SS, I
S3	Experience of reviewing, updating and writing business process maps	CV/SS, I
S4	Experience of prioritising competing demands and working under pressure with a systematic and flexible approach to ensure deadlines and business needs are met.	CV/SS, I
S5	Understanding of the complexities of SEND and Inclusion and the factors which lead to complaints.	CV/SS, I
S6	Understanding of the actions required to rectify complaints and how practice could improve to avoid repetition of complaints.	CV/SS, I
S7	Experience of, managing and responding to SEND and Inclusion enquiries/complaints from the public, ward members and any other stakeholders, including the processing of Freedom of Information requests, Subject Access Requests and Requests for disclosure of information.	CV/SS, I
S8	Ability to work independently, producing accurate work to a high standard, with minimal supervision.	CV/SS, I
S9	Experience of ICT packages including Microsoft Office, including Outlook, Word, Excel and Adobe.	CV/SS, I
S10	Ability to think ahead and anticipate the changing requirements within the service and plan to meet these requirements.	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability,	I

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	Communication and Respect	
P2	A considerable commitment to flexibility, both in terms of duties undertaken and the need to occasionally work outside normal hours.	CV/SS, I
P3	Be politically aware and have knowledge of local government decision making processes	CV/SS, I
P4	Reliable, hardworking with a positive attitude to change, continuous improvement and delivering results.	CV/SS, I
P5	Commitment to follow procedures and respond to instructions from Senior Officers and colleagues.	CV/SS, I
P6	Demonstrate a commitment to using own learning to enhance capability, present a positive image, guide and support other team members and value the contributions of others.	CV/SS, I
Communication		
C1	Good inter-personal skills with an emphasis on customer care. Ability to communicate effectively with Families, Councillors and members of staff.	CV/SS, I
C2	Excellent written and verbal communication including effective report writing skills and the ability to respond to enquiries in writing.	CV/SS, I
C3	Ability to make positive contributions towards effective communication within the team and with other internal / external stakeholders.	CV/SS, I
Qualifications		
Q1	Minimum of 5 GCSE's at grade C/5 or above (must include English and Mathematics) is essential.	CV/SS, C
Q2	A relevant qualification in relation to SEND and Inclusion.	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.**

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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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