



Person Specification			
Post title	Assistant Hardship Officer	Grade	Pay Band E / £26,403 - £28,142 per annum

* * * 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	Able to work with a high level of accuracy	CV/SS, I
S2	Ability to prioritise and finish work to deadlines	CV/SS, I
S3	Ability to undertake effective analysis and evaluation	CV/SS, I
S4	Ability to communicate well through calls, emails and in person	CV/SS, I
S5	Good knowledge of Microsoft applications and IT literacy	CV/SS, I
S6	Good written skills across a range of formats	CV/SS, I
S7	Good knowledge of the hardship agenda, it's impact and approaches	CV/SS, I
S8	Ability to engage with organisations across sectors (incl community, statutory)	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	CV/SS, I
P2	A demonstrable willingness to share information and work with other people.	CV/SS, I
P3	Ability to work as part of a team across projects, managing timescales and competing demands	CV/SS, I
Communication		
C1	The ability to speak fluent English	I
C2	Good communication and inter-personal skills – oral and written	CV/SS, I, C
Qualifications		

January 2026





Q1	English and Mathematics GCSE at level C or above	A/I/C
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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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