



| Person Specification |                                     |              |                                       |
|----------------------|-------------------------------------|--------------|---------------------------------------|
| <b>Post title</b>    | Quality Improvement Support Officer | <b>Grade</b> | Grade G / £32,061 - £33,699 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 |
|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| <b>Skills, knowledge, experience</b>         |                                                                                                                                                                                                  |                      |
| S1                                           | Experience of working in a statutory team environment                                                                                                                                            | CV/SS, I             |
| S2                                           | Experience of working with providers and service specifications                                                                                                                                  | CV/SS, I             |
| S3                                           | Experience or knowledge of the functions of Adult Social Care Services                                                                                                                           | CV/SS, I             |
| S4                                           | Excellent IT skills and the ability to work with MS Office (word, excel and outlook)                                                                                                             | CV/SS, I             |
| S5                                           | Ability to create and apply methodical systems and procedures and solve problems                                                                                                                 | CV/SS, I             |
| S6                                           | Ability to collect, analyse and assimilate information effectively in an appropriate format that is clear and easily understood                                                                  | CV/SS, I             |
| S7                                           | Effective presentation and report writing skills                                                                                                                                                 | CV/SS, I             |
| S8                                           | Maintain awareness of local safeguarding activity and developments.                                                                                                                              | CV/SS, I             |
| S9                                           | Ability to work as a member of a team and when required autonomously and on own initiative                                                                                                       | CV/SS, I             |
| S10                                          | Commitment to highest standards of service delivery, and ability to build and maintain positive working relationships with others outside the immediate team                                     | CV/SS, I             |
| S11                                          | Ability to work sensitively with partners and service users                                                                                                                                      | CV/SS, I             |
| S12                                          | Ability to organise and manage competing demands, working effectively to tight deadlines flexible approaches to work, with an ability to respond to varied requirements, prioritise accordingly. | CV/SS, I             |
| <b>Personal attributes and circumstances</b> |                                                                                                                                                                                                  |                      |
| P1                                           | You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability,                                                                                                    | CV/SS, I             |

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|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|----------|
|                       | Communication and Respect                                                                                                                           |          |
| P2                    | Ability to understand and demonstrate commitment to equality and diversity                                                                          | CV/SS, I |
| <b>Communication</b>  |                                                                                                                                                     |          |
| C1                    | The ability to speak fluent English                                                                                                                 | CV/SS, I |
| C2                    | Excellent interpersonal skills, and the ability to communicate effectively with a wide range of people using methods appropriate to the individuals | CV/SS, I |
| C3                    | Ability to administer and take minutes of meetings, and enter data into documents accurately with strong attention to detail                        | CV/SS, I |
| <b>Qualifications</b> |                                                                                                                                                     |          |
| Q1                    | Minimum of 5 GCSE's, or equivalent at Grade C or above                                                                                              | 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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