Knowsley Council

Person Specification

Post title	Travel Contract Monitoring Officer	**Grade**	Grade G / £33,119 - £34,811 per annum

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	Experience of collaborative working across multiple departments/services offering detailed information when required. Understand the role of other agencies and skills to build relationships to the benefits of multi-agency working.	CV/SS, I
S2	Knowledge and ability to manage data from a multitude of data sources and systems including mapping software. Willing to undertake training as required for new systems.	CV/SS, I
S3	Experience of ensuring high standard of customer care is embedded within all duties and manage difficult conversations and conflict. In addition, manage customer complaints and compile information for senior officers	CV/SS, I
S4	Able to demonstrate good verbal and written communication skills reporting on performance management and ensure compliance with KPIs as appropriate.	CV/SS, I
S5	Ability to demonstrate excellent organisational skills and to prioritise and manage time effectively with a solution driven approach.	CV/SS, I
S6	A high level of knowledge of IT systems and an ability to manage and maintain databases with accuracy of data management and the ability to extract data for production of reports, correspondence and written records.	CV/SS, I
S7	Process administrative information and manage postage to eligible service users in a professional, accurate and timely manner.	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
Communication		

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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	Understanding of key elements of the Data Protection Act 2018 and managing personal information.	CV/SS, I
Qualifications		
Q1	Educated to a minimum "A – Level" or equivalent	CV/SS, C
Q2	A pass grade in Maths and English GCSE or equivalent	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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