



PERSON SPECIFICATION – Community Development Officer (IAG)

ATTRIBUTES	ESSENTIAL	DESIRABLE
RELEVANT EXPERIENCE	<ul style="list-style-type: none"> • Experience of working with the public in a face to face role • Proven experience of using IT for administration • Experience of providing accurate advice and information and signposting into appropriate support 	<ul style="list-style-type: none"> • Experience of working within an advice / information setting. • Experience of working in an office environment
SKILLS AND ATTITUDE	<ul style="list-style-type: none"> • Passionate about community development and in particular the local area • Ability to work supportively and effectively with others, including team members, colleagues and external agencies. • Ability to understand the needs of clients, to empathise and to remain client focussed • Ability to communicate effectively with people from a variety of backgrounds and ages to impart information and assist them in making appropriate choices • Be well-organised, methodical and calm under pressure • Be able to prioritise and work to tight deadlines. 	<ul style="list-style-type: none"> • Willingness to help out at Keystone events and activities when required

	<ul style="list-style-type: none"> • Be committed to personal learning and development through training • Be committed to working in line with good Equal Opportunity practice. • Good IT and Administrative skills • Confidence to deliver professional Information and Advice to groups of people both within the centre and the community. • Ability to work flexibly to deliver IAG in group and one-to-one situations both in centre and community locations, with a willingness to work evenings and weekends if required • Have a positive, 'can do' attitude 	
<p>EDUCATION AND TRAINING</p>	<ul style="list-style-type: none"> • Maths & English GCSE (or equivalent) Grade C or above, or be willing to undertake training to achieve the Adult Literacy & Numeracy Level 2 qualifications • An NVQ Level 3 qualification in Advice and Guidance, or willingness to work towards. 	<ul style="list-style-type: none"> • Willingness to take on additional training that may be required