

DIVERSE CYMRU

Person Specification

Post Title: Business Support Officer (West Wales)

Summary of job: Providing support to disabled people on Direct Payments, and provide assistance to Disabled People in becoming Personal Assistant Employers and in maintaining this role.

Diverse Cymru is an Equal Opportunities Employer and requires its employees to believe in equality and the rights of all people, both in terms of equal opportunity for employment and access to services. We are committed to making reasonable adjustments to the job role and working environment so that disabled people have access to job opportunities or current employees can continue working where they develop a disabling condition.

Attribute	Essential Criteria	Desirable Criteria	How Identified
Qualifications	<ul style="list-style-type: none"> • Good level of Education 	Level 2 qualification in Health and Social Care (such as NVQ, QCF), or equivalent (or willingness to achieve) Educated to degree level	Application form and Selection Process. Certificates
Education / training	<ul style="list-style-type: none"> • Willing to undertake training as required. • Fluent in written and spoken Welsh 	Evidence of personal development in the last two years.	Application form & Selection Process.
Knowledge / experience	<ul style="list-style-type: none"> • Must have experience of working with disabled people in the voluntary and/or statutory sector. • Must be able to communicate effectively and sensitively with disabled people desiring information, training and support. 	Experience of enabling individuals to become more confident	Application form & Selection process

	<ul style="list-style-type: none"> • Must be able and prepared to communicate, on a one-to-one basis, including via telephone conversations and home visits. • Must be able to pass on essential information in a way that is clearly understood by individuals referred to the scheme. • Must be able and willing to understand and act upon each individual's requirements. 		
Personal circumstances	<ul style="list-style-type: none"> • Must be legally entitled to work in the UK. 		Selection process.
Practical and Intellectual skills	<ul style="list-style-type: none"> • Good written and verbal communication and presentation skills. • Ability to work to deadlines and under pressure • Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 • Computer literate 		Application form & Selection process Selection process.
Specialist knowledge	<ul style="list-style-type: none"> • An understanding of Direct Payments • Must be able to summarise information from more comprehensive documents 	<ul style="list-style-type: none"> • Must be able to compile and draw up descriptive documents e.g. job descriptions, employment contracts, etc. 	Application form & Selection process
Disposition/ adjustment/ Attitude	<ul style="list-style-type: none"> • Ability to work with a range of individuals and agencies. • Ability to work across disciplines and organisations • Excellent inter-personal skills, able to work with possible conflict and challenges using tact and diplomacy. 		Selection process

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| | <ul style="list-style-type: none">• Ability to work as part of a team• Ability to work on own initiative, prioritise and organise own workload.• Candidates should indicate an acceptance of and commitment to the principles underlying Equal Rights and Diversity policies and practices.• They should be able to display a positive approach to achieving practical solutions to equality and diversity.• They should demonstrate an awareness of fairness, equality & diversity issues in relation to their chosen area of work. | | |
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