

Person Specification

JOB TITLE: FIS Information Assistant

SECTION: Raising Achievement & Inclusion

Attributes	Essential (✓)	Desirable (✓)	Method used to gather information (A - Application Form I - Interview)
Qualifications			
<ul style="list-style-type: none"> • Passes in five subjects at GCE or five GCSE Grades A-C, or equivalent, including English 	✓		A
<ul style="list-style-type: none"> • A recognised qualification in Information, Advice and Guidance 		✓	A I
Work or relevant experience			
<ul style="list-style-type: none"> • Experience of responding to request for information and advice from the public and partner agencies in a customer service environment 	✓		A I
<ul style="list-style-type: none"> • Experience of delivering information in a variety of formats 	✓		
<ul style="list-style-type: none"> • Experience of multi-agency working with a range of agencies including local, national, private, voluntary and statutory service providers 	✓		A I
<ul style="list-style-type: none"> • Experience of delivering services to families 	✓		A I
<ul style="list-style-type: none"> • Experience of researching and gathering information using the internet 	✓		A I
<ul style="list-style-type: none"> • Experience using Microsoft Word, Excel, e-mail and the Internet 	✓		A I
<ul style="list-style-type: none"> • Experience of undertaking consultation, using a variety of methods and techniques 	✓		A I
<ul style="list-style-type: none"> • Experience of producing monitoring and evaluation reports 		✓	A I
<ul style="list-style-type: none"> • Experience of marketing and promotional techniques such as programming events, and producing literature and materials 		✓	A I
Knowledge and understanding			
<ul style="list-style-type: none"> • An understanding of the main issues, relevant legislation and Government policy related to Family Information Services in relation to the provision of information to parents as identified in Every Child Matters, Ten Year Childcare Strategy and Childcare Act 2006 		✓	A I
<ul style="list-style-type: none"> • Understanding of a variety of methods to ensure effective communication with different audiences 	✓		A I
<ul style="list-style-type: none"> • An understanding of the barriers that parents and carers may face in accessing 	✓		A I

information, services or support			
<ul style="list-style-type: none"> Understanding of the information needs of children, families, professionals, and related agencies 		✓	A I
<ul style="list-style-type: none"> Knowledge of the Data Protection Act, Freedom of Information Act, information sharing and security 	✓		A I
Skills and Abilities (relevant to post)			
<ul style="list-style-type: none"> An effective communicator in oral and written form. 	✓		A I
<ul style="list-style-type: none"> Good interpersonal skills including the ability to work effectively with a range of people. 	✓		A I
<ul style="list-style-type: none"> Well motivated and organised, with the ability to effectively manage time and workload, to meet deadlines. 	✓		A I
<ul style="list-style-type: none"> Ability to gather, manage and disseminate information both electronically and manually 	✓		A I
<ul style="list-style-type: none"> Ability to respond appropriately to the needs of clients 	✓		A I
Personal Qualities			
<ul style="list-style-type: none"> To work effectively as part of a team and independently to achieve individual and team targets and objectives 	✓		A I
<ul style="list-style-type: none"> To meet deadlines whilst delivering a service to the highest standards 	✓		A I
<ul style="list-style-type: none"> To contribute to the working practices of the service. 	✓		A I
<ul style="list-style-type: none"> Good organisational skills and an ability to prioritise 	✓		A I
<ul style="list-style-type: none"> Proactive approach to tasks and the ability to maintain a positive attitude 	✓		
<ul style="list-style-type: none"> A willingness to work flexible hours, including occasional evenings and weekends across the county. 	✓		
<ul style="list-style-type: none"> An ability and willingness to travel throughout Shropshire 	✓		A I
<ul style="list-style-type: none"> Full, current driving licence and access to a vehicle. Alternative arrangements will be discussed with Disabled Applicants. 	✓		A I
<ul style="list-style-type: none"> Commitment to personal and professional development 	✓		A I