

Person Specification – Information and Advice Officer

April 2024

<u>Knowledge/Experience</u>	<u>Essential/ Highly Desirable/Desirable</u>
Experience of working with the public, particularly providing information	E
Good-Advanced knowledge of Excel	E
Experience of working remotely in a team using MS Teams, email, WhatsApp	E
Experience with a Webex (or online) phone systems	HD
Experience of engaging with people with differing communication needs	HD
Experience of producing content for reports/social media /websites	HD
Experience of presenting in public/to small groups	HD
Experience/understanding of Social Care and Surrey context	HD
Experience of living or working in the Surrey geography	HD
Experience of using Outlook to organise meetings with multiple attendees	HD
<u>Skills and Abilities</u>	<u>Essential/ Highly Desirable/Desirable</u>
Ability to relate to a diverse range of people	E
Ability to work with external stakeholders, to create and maintain relationships	E
Good presentation and written skills	E
Organised, able to prioritise, with excellent time management skills	E
Well-developed IT skills	E
Problem solving/analytical skills, able to be tenacious in hunting down information and solutions when necessary	E
Ability to prioritise own workload	E
Ability to work independently, as part of a team and through others	E
Attention to detail	E

<u>Personal Qualities</u>	<u>Essential/ Highly Desirable/Desirable</u>
Desire to improve health and care services based on feedback from the public	E
Self-motivated	E
Flexible	E
Confident, Outgoing, persuasive and enthusiastic	E
Resilient	E
Proactive & Energetic	E
Adaptable	E
Tenacious	E
Creative	E
<u>Values</u>	<u>Essential/ Highly Desirable/Desirable</u>
Commitment to equality and diversity	E
Commitment to community-led development	E