

**PERSON SPECIFICATION**  
**Post: Adoption Enquiry Adviser**

<b>Factor</b>	<b>Essential</b>	<b>Desirable</b>	<b>Evidenced by</b>
<b>Education/ Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of education</li> <li>• Excellent literacy and grammatical skills.</li> </ul>	<ul style="list-style-type: none"> <li>• ICT qualification</li> </ul>	Application Form Interview Test
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent literacy, grammar, prioritisation, and organisational skills</li> <li>• Attention to detail and commitment to a high degree of accuracy.</li> <li>• Ability to produce information to a high standard of presentation and accuracy.</li> </ul>	<ul style="list-style-type: none"> <li>• IT skills – familiarity with IT packages, especially Microsoft Office and the internet.</li> <li>• Knowledge of Adoption / children in care</li> <li>• Knowledge of CRM (customer relationship systems) systems ideally CHARMS</li> <li>• Knowledge of social media</li> </ul>	Application Form Interview Test
<b>Organisational Skills</b>	<ul style="list-style-type: none"> <li>• Excellent organisational skills and the ability to meet essential deadlines.</li> <li>• The ability to organise and prioritise a varied and often urgent workload from a variety of sources.</li> <li>• The ability to work on own initiative and as part of a small team</li> <li>• A systematic approach to work.</li> </ul>		Interview Test

Factor	Essential	Desirable	Evidenced by
<b>General Attributes</b>	<ul style="list-style-type: none"> <li>• Demonstrates sound judgment in seeking guidance when necessary</li> <li>• The ability to maintain strict confidentiality.</li> <li>• The ability to work effectively under pressure and use initiative for problem solving.</li> <li>• Excellent communication skills – written and oral.</li> <li>• Interacts well with others in a professional and confident manner.</li> <li>• Excellent team player.</li> <li>• Enthusiasm and a willingness and eagerness to learn new skills.</li> <li>• Dependability, reliability and consistent ability to produce high quality/quantity of work.</li> <li>• The ability to work to procedures.</li> <li>• Flexibility and willingness to accept change.</li> </ul>	<ul style="list-style-type: none"> <li>• A clean driving license and access to a car</li> </ul>	<p>Application Form Interview Test References</p>
<p><b>This is a regulated activity and the appointment will be subject to an enhanced DBS check.</b></p>			