



## PERSON SPECIFICATION

**JOB TITLE:** Casual Wightcare Response Centre Operator  
**DEPARTMENT:** Wightcare – Adult Social Care  
**PREPARED BY:** Laura Rice

**POST NO:**  
**GRADE:** Grade 5  
**DATE:** November 2021

<b>E = ESSENTIAL</b> <b>D = DESIRABLE</b>			<b>SOURCE OF EVIDENCE - APPLICATION FORM = A</b> <b>TEST = T</b> <b>INTERVIEW = I</b>		
	<b>1. EXPERIENCE, direct work experience, other relevant experience.</b>	<b>W=5</b>			
<b>E</b>	Dealing with the public, particularly elderly and disabled people.				<b>AI</b>
	<b>2. KNOWLEDGE, without which the job cannot be done effectively.</b>	<b>W=4</b>			
<b>D</b>	An understanding of IW Council and Directorate processes, practices and policies.				<b>AI</b>
<b>D</b>	Demographic knowledge of the Island.				<b>AI</b>
	<b>3. SKILLS &amp; ABILITIES, Essential/Capable of doing, Desirable/Able to train.</b>	<b>W=5</b>			
<b>E</b>	Ability to effectively use a variety of ICT packages including word, excel and outlook.				
<b>E</b>	Ability to work as a member of a team and gain the trust and respect of clients and work colleagues.				<b>AI</b>
	<b>4. QUALIFICATIONS, TRAINING &amp; EDUCATION, identify training to be given.</b>	<b>W=3</b>			
<b>E</b>	4 GCSEs or equivalent – numerate and literate to a demonstrably competent standard.				<b>AT</b>
<b>D</b>	Keyboard skills are essential.				<b>AT</b>
	<b>5. PERSONALITY, SOCIAL SKILLS, Relationships, thinking style, disposition.</b>	<b>W=4</b>			
<b>E</b>	Excellent communication skills.				<b>I</b>
<b>E</b>	Must be able to work and make decisions under pressure whilst remaining calm.				<b>I</b>
<b>D</b>	Friendly and flexible in approach.				<b>I</b>
	<b>6. OTHER FACTORS, Physical, Mobility, Availability, Conditions, etc.</b>	<b>W=3</b>			
<b>E</b>	Willingly and able to undertake additional training as and when required to meet the needs of the service.				<b>A</b>

<b>E</b>	Must be fully able to undertake the physical aspects of the work.	<b>AI</b>
<b>E</b>	Must be willing and able to work flexibly and able to work overtime on occasions, to suit the needs of the service, sometimes at short notice.	<b>AI</b>
	<b>CONTRA INDICATIONS, if any</b> Must be prepared and able to work night shifts.	<b>A</b>