



| Person Specification |   |              |                                 |
|----------------------|---|--------------|---------------------------------|
| <b>Post title</b>    | Children's Social Care – Complaints and Customer Service Co-ordinator | <b>Grade</b> | K / £38,626 - £40,476 per annum |

This post is exempt from the provisions of the Rehabilitation of Offenders Act – applicants must disclose all criminal convictions including those which are 'spent', in addition to any cautions and bindover orders received in the last 12 months

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

| Shortlisting Number                          | Criteria   | Method of assessment |
|--|--|----------------------|
| <b>Skills, knowledge, experience</b>         |  |                      |
| S1   | Experience in building and maintaining excellent relationships with customers and stakeholders   | CV/SS, I             |
| S2   | Experience of reviewing, updating and writing business process maps  | CV/SS, I             |
| S3   | Experience of prioritising competing demands and working under pressure with a systematic and flexible approach to ensure deadlines and business needs are met.  | CV/SS, I             |
| S4   | Understanding of the complexities of Children's Services and the factors which lead to complaints.   | CV/SS, I             |
| S5   | Understanding of the actions required to rectify complaints and how practice could improve to avoid repetition of complaints.  | CV/SS, I             |
| S6   | Experience of, managing and responding to Children's Social Care enquiries/complaints from the public, ward members and any other stakeholders, including the processing of Freedom of Information requests, Subject Access Requests and Requests for disclosure of information. | CV/SS, I             |
| S7   | Experience of ICT packages including Microsoft Office, including Outlook, Word and Excel   | CV/SS, I             |
| S8   | Ability to work independently, producing accurate work to a high standard, with minimal supervision.   | CV/SS, I             |
| S9   | Ability to think ahead and anticipate the changing requirements within the service and plan to meet these requirements.  | CV/SS, I             |
| <b>Personal attributes and circumstances</b> |  |                      |
| P1   | You must adhere to the "Knowsley Better Together" staff qualities; Integrity, Accountability,  | I                    |

May 2025





|                       |   |          |
|-----------------------|---|----------|
|                       | Communication and Respect   |          |
| P2                    | A demonstrable willingness to share information and work with other people.   | CV/SS, I |
| P3                    | A considerable commitment to flexibility, both in terms of duties undertaken and the need to occasionally work outside normal hours.  | CV/SS, I |
| P4                    | Be politically aware and have knowledge of local government decision making processes   | CV/SS, I |
| P5                    | Reliable, hardworking with a positive attitude to change, continuous improvement and delivering results.  | CV/SS, I |
| P6                    | Commitment to follow procedures and respond to instructions from Senior Officers and colleagues.  | CV/SS, I |
| P7                    | Demonstrate a commitment to using own learning to enhance capability, present a positive image, guide and support other team members and value the contributions of others. | CV/SS, I |
| <b>Communication</b>  |   |          |
| C1                    | Good inter-personal skills with an emphasis on customer care. Ability to communicate effectively with Children, Families, Councillors and members of staff.                 | CV/SS, I |
| C2                    | Excellent written and verbal communication including effective report writing skills and the ability to respond to enquiries in writing.                                    | CV/SS, I |
| C3                    | Ability to make positive contributions towards effective communication within the team and with other internal / external stakeholders.                                     | CV/SS, I |
| <b>Qualifications</b> |   |          |
| Q1                    | Minimum of 5 GCSE's at grade C/5 or above (must include English and Mathematics) is essential.  | CV/SS, C |
| Q2                    | A relevant qualification in relation to Children and Families.  | CV/SS, C |
| Q3                    | Social Work qualification.(Desirable)   | CV/SS, C |

**CV/SS** = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview  
**P** = Presentation **AC** = Assessment Centre **T** = Test

**Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:**

May 2025





- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Emotional resilience in working with challenging behaviours.**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

May 2025

