

 **Person Specification – Resident Experience Coordinator**

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|  | **Essential** | **Desirable** |
| **Qualification** | GCSE English Language (or equivalent)GCSE Maths (or equivalent) | L3 NVQ/QCF/RQF Health and Social Care or equivalentL3 NVQ/QCF/RQF Customer services or equivalentRelevant professional body membership(s). |
| **Experience & Knowledge** | Significant experience of working in social careProven track record in facilitating data collection.Proven track record in the analysis and reporting of information and Key performance indicators. Evidence of experience managing complaints and quality/performance improvement. | Knowledge of the care sector, and in particular elderly residential care with a special interest in dementiaUnderstanding of the Health and Social Care agenda |
| **General Aptitude** | Strong organisational skills, allowing the role holder to arrange and prioritise their own work schedule and maintain easy to access/use recordsStrong verbal and written communication skills allowing the role holder to discuss complex issues and communicate appropriately via letter and e-mail with staff and third partiesStrong Interpersonal skills and the ability to motivate othersConfident in producing and working with percentages |  |
| **Specific Skills** | Excellent presentation skills Maintain up to date knowledge with the latest legislation and legal requirements affecting the Trust and the work the Trust carries out.Confident and competent user of Microsoft Word, Excel and Power point |  |
| **Personal Qualities** | Committed to the values of training and CPDAble to maintain confidentiality when working with sensitive issuesAble to approach work with a flexible attitude, open to taking on new challengesFriendly and charismatic |  |
| **General** | A full, clean driving licenseFrequent travel between locationsAble to make regular overnight stays  |  |