

## PERSON SPECIFICATION

### Hearings Officer

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>Educated to <a href="#">SCQF Level 6</a> (i.e. Higher grade or equivalent).</li> </ul>	<ul style="list-style-type: none"> <li>Educated to <a href="#">SCQF Level 7</a> in in Public Administration or other relevant subject, or equivalent (i.e. HNC)</li> </ul>
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>Work with a wide range of colleagues and external stakeholders including professionals and those who may be vulnerable.</li> <li>Working to deadlines and targets.</li> <li>Handling queries and confidential information.</li> <li>Operating in a busy team environment.</li> <li>Managing own workload.</li> <li>Experience of Microsoft Office suite including Word and Outlook.</li> </ul>	<ul style="list-style-type: none"> <li>Working with the general public.</li> <li>Telephone answering and query handling.</li> <li>Dealing with requests in terms of data protection and/ or freedom of information legislation.</li> <li>Organising and servicing meetings or hearings, including preparation of minutes.</li> <li>Experience of working in a paperless environment.</li> <li>Experience of using a case management system.</li> </ul>

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Respond to complex instructions.</li> <li>• Ability to adapt support a wide of individuals attending hearings</li> <li>• Able to plan, organise and prioritise workload.</li> <li>• Work on own initiative under broad guidance.</li> <li>• Concise and clear oral skills.</li> <li>• Effective administrative, organisational and time management skills.</li> <li>• Meet deadlines effectively.</li> <li>• Clear and accurate written skills.</li> <li>• Present information clearly.</li> </ul>	<ul style="list-style-type: none"> <li>• Researching and benchmarking with other organisations.</li> <li>• Full, clean driving licence and use of a car.</li> <li>• Mental Health First Aider Training</li> </ul>
<b>Personal qualities and attitudes</b>	<ul style="list-style-type: none"> <li>• Communicate effectively with both internal and external stakeholders.</li> <li>• Clear, concise and courteous manner when communicating with stakeholders to deliver excellent customer service.</li> <li>• Awareness of the high importance of confidentiality.</li> <li>• Operate effectively using own initiative.</li> <li>• Use initiative to take control and support where appropriate.</li> <li>• Work effectively as part of a team, appreciating and respecting other viewpoints and values.</li> <li>• Has the flexibility to adapt to new initiatives or change to current practices.</li> <li>• Demonstrate attention to detail.</li> <li>• Develop good working relationships.</li> </ul>	<ul style="list-style-type: none"> <li>• Has a clear, concise and courteous telephone manner.</li> <li>• Forms and sustains constructive working relationships with colleagues and other stakeholders.</li> </ul>

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<b>Special conditions</b>		<ul style="list-style-type: none"><li>• This role may occasionally require travel and overnight stays to support hearings in locations throughout Scotland.</li></ul>