

Person Specification

Job Title: Team Leader Introductions and Case Management Team	Voice for Victims and Witnesses
Salary Scale 6: £24,816 - £26,534	Date last updated: March 2018

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>EQUALITY AND DIVERSITY</p> <p>We are committed to and are champions of equality and diversity in all aspects of employment within Voice for Victims and Witnesses. All employees are expected to understand and promote equality and diversity in the course of their work.</p>	

Skills	Criteria	Method of assessment
Managing a Quality Service	Make effective use of management skills and techniques to deliver outcomes, including identifying risks and mitigating action. Work with team to set priorities, goals, objectives and timescales. Works within the team	Application and interview
Making effective Decisions	Explore different options outlining costs, benefits, risks and potential responses to each. Recognise scope of own authority for decision making and empower team members to make decisions.	Application and interview
	Invite challenge and where appropriate involve others in decision making to help build engagement and present robust recommendations.	
Leading and communicating	Take opportunities to regularly communicate and interact with staff, helping to clarify goals and activities and links between these and Voice strategy.	Application and interview
Delivering at pace	Take responsibility for delivering expected outcomes on time and to standard, giving	Application and interview

Person Specification

	<p>credit to teams and individuals as appropriate.</p> <p>Plan ahead to reassess team workloads and priorities, balancing conflicting demands.</p> <p>Monitor own and team's workload against milestones and targets and act promptly to keep work on track to maintain performance.</p>	
Changing and improving	<p>Finds ways to improve systems and structures to deliver with more streamlined resources.</p> <p>Regularly review procedures or systems with teams to identify improvements and simplify processes and decision making.</p> <p>Responds appropriately to the range of possible effects that change may have on own role/team.</p>	Application and interview
Building capability for all	<p>Identify and address team or individual capability requirements and gaps to deliver current and future work.</p> <p>Identify and develop all talented team members to support succession planning, devoting time to coach, mentor and develop team.</p> <p>Proactively manage own career and identify own learning needs with line manager, plan and carry out work-place learning opportunities.</p>	Application and interview