

Person Specification: WorkShop Coordinator			
	Requirement	Essential (E) or Desirable (D)	Assessed by
Qualifications or training	<ul style="list-style-type: none"> Level 3 Qualification or above in Information, Advice and Guidance 	D	A
	<ul style="list-style-type: none"> Qualification in a relevant administrative or customer service discipline. 	D	A
	<ul style="list-style-type: none"> GCSE's or equivalent (at grade C or above) including English & Maths 	E	A
Experience	<ul style="list-style-type: none"> Minimum of 2 years' customer service experience 	E	A/I
	<ul style="list-style-type: none"> Experience of working in education or training 	D	A/I
	<ul style="list-style-type: none"> Experience of effective caseload management 	E	A/I
	<ul style="list-style-type: none"> Experience of achieving positive outcomes for clients 	E	A/I
	<ul style="list-style-type: none"> Experience of facilitating one to one advice, group training and workshops for unemployed clients 	D	A/I
	<ul style="list-style-type: none"> Experience of co-ordinating activities, including booking venues, designing materials, delivery and evaluation 	E	A/I
	<ul style="list-style-type: none"> Experience of effective partnership working, including representing the company at external meetings/sites 	E	A/I

Person Specification WorkShop Coordinator June 2021

Person Specification: WorkShop Coordinator			
	<ul style="list-style-type: none"> • Experience of achieving and where possible exceeding targets 	E	A/I
	<ul style="list-style-type: none"> • Experience of networking and relationship management 	E	A/I
	<ul style="list-style-type: none"> • Experience of working in a self-directed way, with minimal direct day-to-day supervision. 	E	A/I
Knowledge, Skills and Abilities	<ul style="list-style-type: none"> • Competence in Microsoft Office and confident using IT packages 	E	A/I
	<ul style="list-style-type: none"> • Proven track record of working with people of all ages and backgrounds 	D	A/I
	<ul style="list-style-type: none"> • Ability to manage and develop a number of diverse relationships 	D	A/I
	<ul style="list-style-type: none"> • Ability to use own initiative and work unsupervised to deliver services and continuously improve delivery 	E	A/I
	<ul style="list-style-type: none"> • Ability to work effectively with challenging and disengaged clients 	E	A/I
	<ul style="list-style-type: none"> • Ability to implement health and safety and risk assessment regulations in all aspects of work 	E	A/I
	<ul style="list-style-type: none"> • Experience of achieving targets, keeping accurate records, data monitoring, preparing statistical management information and report writing 	E	A/I

Person Specification: WorkShop Coordinator				
Other	<ul style="list-style-type: none"> • Flexible approach regarding working hours (evenings and weekends) 		E	A/I
	<ul style="list-style-type: none"> • Ability to travel across different sites 		E	A/I
	<ul style="list-style-type: none"> • Plain English trained 		D	A/I
Shortlisting Criteria				
Shortlisting Criteria		Score		Assessment Methods Key
	No evidence or examples, does not meet requirement	0		Application (A)
	Says meets the requirement, but no examples	1		Interview (I)
	Some evidence and examples, satisfactory	2		Test (T)
	Good evidence and examples which meet the requirement	3		Presentation (P)
	Excellent evidence and examples which meet the requirement	4		Certificates (C)