

**PERSON SPECIFICATION – CHILD CONTACT CENTRE MANAGER**

The person specification gives a broad indication of expectations. Please get in touch if you feel you would have a lot to offer even if it isn’t an exact match with our requirements.

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| **Essential** | **Desirable** |
| **Education:**High standard of education | Qualification in a transferable field (e.g. law, education, social work, etc.) |
| **Employment History:**Relevant previous or current employmentEmployment in a line managerial roleEmployment in a public- or family-facing role | Employment in the third sector  |
| **Training, Knowledge and Experience:**Knowledge of Relationships ScotlandInsight into the needs of separating/separated families and their childrenSome knowledge of the Policy landscape within which the Service operates (Children and Families)An understanding of professional confidentiality and equal opportunitiesLine management experienceExperience in risk assessments and report writingDatabase management experience | Experience in a family support, family law, education, or social work settingKnowledge of the role of the third sector in the network of support to familiesKnowledge of relevant services in Tayside and Fife, supporting familiesExperience of coordinating different/remote staff groupsChild Protection trainingDomestic Abuse trainingSubstance Misuse trainingMental Health training |
| **Skills:**Excellent organisational and administrative skillsHigh standard of practice and presentation of workAbility to work under pressure, prioritise and multi-taskOutstanding interpersonal and communication skillsAbility to establish and maintain effective relations with a wide variety of peopleAbility to supervise and support staff | Presentation skillsAbility to plan, devise and deliver CPD/presentations |
| **Personal qualities:**Passionate about making a difference for children and their familiesApproachableHaving attention to detail Able to work within a small team but accountable for own workloadFlexible Committed to ongoing learning and development, and to reflective practice | Sense of humour Creative problem-solver |