

**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 employment  Employment in a line managerial role  Employment in a public- or family-facing role | Employment in the third sector |
| **Training, Knowledge and Experience:**  Knowledge of Relationships Scotland  Insight into the needs of separating/separated families and their children  Some knowledge of the Policy landscape within which the Service operates (Children and Families)  An understanding of professional confidentiality and equal opportunities  Line management experience  Experience in risk assessments and report writing  Database management experience | Experience in a family support, family law, education, or social work setting  Knowledge of the role of the third sector in the network of support to families  Knowledge of relevant services in Tayside and Fife, supporting families  Experience of coordinating different/remote staff groups  Child Protection training  Domestic Abuse training  Substance Misuse training  Mental Health training |
| **Skills:**  Excellent organisational and administrative skills  High standard of practice and presentation of work  Ability to work under pressure, prioritise and multi-task  Outstanding interpersonal and communication skills  Ability to establish and maintain effective relations with a wide variety of people  Ability to supervise and support staff | Presentation skills  Ability to plan, devise and deliver CPD/presentations |
| **Personal qualities:**  Passionate about making a difference for children and their families  Approachable  Having attention to detail  Able to work within a small team but accountable for own workload  Flexible  Committed to ongoing learning and development, and to reflective practice | Sense of humour  Creative problem-solver |