

Person Specification

Job Title: Awards Development Worker (Systems and Services) **Job Ref:** YS-ADWSS26

1. Educational/Professional Qualification

Criteria	Essential	Desirable
Qualified to SCQF Level 6 or above in a relevant field, or able to demonstrate equivalent relevant professional experience	✓	
Educated to SCQF Level 7 or above in a relevant field		✓

2. Career Experience

Criteria	Essential	Desirable
A minimum of three years' experience in a professional role relevant to the post	✓	
Experience of working within youth work, education, learning or the voluntary sector		✓
Experience of developing and maintaining effective relationships with a range of organisations, partners and stakeholders	✓	
Experience of providing high-quality advice, support or customer service to organisations or partners	✓	
Experience of developing or improving services, systems or processes	✓	
Experience of using digital systems and data to support service delivery, improvement and reporting	✓	
Experience of working with accredited awards, qualifications or assessment systems		✓

3. Specialist Knowledge/Experience

Criteria	Essential	Desirable
Confident user of digital systems, with the ability to troubleshoot issues and identify practical improvements	✓	
Experience of developing clear information, guidance or digital resources for different audiences	✓	
Understanding of youth work values and approaches and the role of non-formal learning and accreditation		✓

Criteria	Essential	Desirable
Experience of CRM, e-commerce, online assessment or e-learning systems		✓
Knowledge or experience of Youth Scotland Awards or similar youth awards		✓

4. Skills/Aptitudes/Potential

Criteria	Essential	Desirable
Excellent interpersonal, relationship-building and customer service skills	✓	
Good written and verbal communication skills	✓	
Strong IT, digital and problem-solving skills	✓	
Good organisational and planning skills, with the ability to manage competing priorities and meet deadlines	✓	
Ability to explain systems and processes clearly to people with different levels of experience and confidence	✓	
Ability to work both independently and collaboratively as part of a team	✓	
Self-motivated, proactive and flexible, with a practical approach to improvement and change	✓	

5. Personal Circumstances

Criteria	Essential	Desirable
Balfour House based, with option for hybrid working	✓	
Willing and able to travel and undertake occasional evening and weekend work as required	✓	
Full driving licence		✓