



EMPLOYEE SPECIFICATION – Support Services Manager

ATTRIBUTES	RELEVANT CRITERIA		HOW IDENTIFIED	RANK
<p align="center">1. Relevant Experience</p>	1.1	Experience of supporting people targeted because of their identity.	Interview Stage	B
	1.2	Experience of supporting people affected by crime by telephone	Application Form/Interview Stage	A
	1.3	Experience of partnership working with statutory agencies and voluntary organisations using multi-agency approach	Application form/Interview Stage	A
	1.4	Experience of providing advocacy support and casework to people affected by Hate Crime and good understanding of its purpose	Interview Stage	B
	1.5	Experience of providing advocacy support and casework to people affected by crime and good understanding of its purpose	Application form/Interview Stage	A
	1.6	Experience of representing client and organisation at multi-agency meetings	Application form/Interview Stage	A



	1.7	Experience of line management	Interview Stage	B
	1.8	Experience of using case management systems	Interview Stage	B
2. Education & training	2.1	Literacy and numeracy levels to meet the requirements of the post	Application Form/Interview Stage	A
3. General and Special Knowledge	3.1	Good knowledge of the role of a line manager.	Application Form/Interview Stage	A
	3.2	Excellent extensive knowledge of the effects of Hate Crime on individuals, families and communities	Application Form/Interview Stage	A
	3.3	Knowledge and practical understanding of Hate Crime related casework, outcomes available and the types of support available	Application Form/Interview Stage	A



4.0 Skills & Abilities	4.1	Ability to work with conflicting demands, to tight deadlines and specific targets.	Application Form/Interview Stage	A
	4.2	Effective communication and report writing skills (oral and written) in English for a wide variety of audiences	Application Form/Interview Stage	A
	4.3	Ability to build effective relationships with statutory and voluntary agencies	Application Form/Interview Stage	A
	4.4	Ability to work on own initiative and as part of a team	Application Form/Interview Stage	A
	4.5	Ability to deliver presentations to a wide range of audiences	Interview Stage	A
	4.6	Ability to understand the needs of team members working remotely and working unsociable hours	Application Form/Interview Stage	A
	4.7	Ability to be the lead for all support issues within the organisation	Application Form/Interview Stage	A
	4.8	Ability to manage and motivate a dispersed team	Application Form/Interview Stage	A



5.0 Any Additional actors	5.1	Ability and willingness to work irregular and anti-social hours as required, to travel across the UK and on occasion internationally and ability and willingness to be helpline Manager on call on a rota basis if required	Application Form	A
	5.2	Commitment to continue self development and willingness to undergo training as required	Application Form/Interview Stage	A
	5.3	Ability to speak/write a community language other than English	Interview Stage	C

Please make sure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criteria on your application form.

The letters A, B and C in the “Rank” column refer to the importance we will give your answers when we read your applications. You must have all the As when starting the job to be able to do the job, you need to have all the Bs to do the job but they could be learnt during the induction and if you have C criteria this would be an additional bonus.



We recognise and welcome our responsibility to remove any barriers in our Recruitment and Interview Stage for disabled people. We have tried to do this, but if you have a disability and identify any barriers in the job description or employee specification, please tell us of these in your application.

We are committed to making reasonable adjustments to the job wherever possible and it would help us to know your needs in order to do this.

There may be some criteria that are ranked but are only identified through Interview Stage only. These criteria have been ranked to provide you with some guidance as to how important that particular aspect is but you will only be assessed on that criteria during the Interview Stage and not from your application form.

Where criteria are to be identified through the “Interview Stage”, this may involve written exercises, practical tests, group discussions, presentations, interview etc.

PS Reference No	
PS Amended/Prepared By	RES/GL
PS Amended On	29 April 2016/4 th May2016/ 13 June 2016/14 th Jan 2019