



PERSON SPECIFICATION

Post: Welfare Officer

Grade 6

Department: Tees Valley Sport

| Competency | Role Specification | Evidence/Demonstration of meeting specification | Essential / Desirable |
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| Liaison and Networking | <p>Leading the specialist welfare work area and leading a group for cultural change in welfare where appropriate</p> <p>Relationship building at a local and sub-regional level</p> <p>Supporting volunteers and staff to have the appropriate welfare knowledge</p> <p>Ability to travel and work evenings and/or weekends to engage with welfare volunteers</p> | Give examples of experience on application form and interview. | <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> |
| Planning and organising | <p>Prioritising National Governing Bodies and local sports clubs for welfare support</p> <p>Experience of completing tasks and priorities work within a framework.</p> <p>Ability to delegate tasks and monitor the contribution of others so corrective action can be taken when needed.</p> | Give examples of experience on application form and interview. | <p>Desirable</p> <p>Essential</p> <p>Essential</p> |
| Service delivery | Dealing with internal and external customers, responding to non-routine and routine queries and making suggestions for improvements to the service. | Give examples of experience on application form and interview. | Desirable |

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| Initiative and problem solving | <p>A sensitive approach to the issues involved and the ability to work in a confidential manner.</p> <p>Ability to use initiative and creativity to resolve problems where the optimum solution needs to be assessed by a process of reasoning.</p> | Give examples of experience on application form and interview. | Essential |
| Knowledge and experience | <p>Knowledge and experience of dispute resolution, negotiation and mediation (if appropriate, to support resolution of lower level concerns)</p> <p>Demonstrate an understanding of the impact of Equality and Diversity on service delivery.</p> <p>Word processing, spreadsheet and email skills (Microsoft Office) to enable the sharing of welfare resources</p> <p>Educated to at least GCSE level with passes in English and Mathematics</p> <p>Demonstrate knowledge of developments in relevant area.</p> <p>Demonstrate ongoing commitment to continuing personal development.</p> | Give examples of experience on application form and interview. | <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> |
| Communication | <p>Ability to effectively communicate information which needs careful explanation with tact and diplomacy and take action to correct any misunderstandings.</p> <p>Ability to produce written material which is well constructed, clear and precise, adjust the level of content to suit varying levels of understanding.</p> | Give examples of experience on application form. | Essential |
| Teamwork and Motivation | <p>Ability to be a pro-active member of a team by clarifying priorities, supporting, and advising colleagues.</p> <p>Ability to advise and guide colleagues on information and work procedures.</p> | Give examples of experience on application form and interview. | Essential |

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| Values | <p>The role holder is required to:</p> <ul style="list-style-type: none">• Demonstrate commitment to Tees Valley Sport's Vision and to work within TVS's policies and procedures.• Demonstrate a flexible and collaborative approach.• Be adaptable to change.• Adopt a continuous improvement approach both personally and within teams. | Give examples of experience on application form and interview. | Essential (all) |
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