

**North Hertfordshire Council  
CUSTOMERS DIRECTORATE  
Careline Technical Administrator  
Person Specification**

Date issued: November 2022

Category	Essential Job Requirement	Desirable Job Requirements	Method of Testing
<p><b>Job Related Skills and Knowledge:</b></p>	<p><b>Experience;</b></p> <p>Experience of treating customers with respect, tolerance and compassion, being patient and understanding</p> <p>Experience of dealing with queries over the telephone</p> <p>In depth knowledge of data bases and allied software such as CRM platforms</p> <p>Working knowledge of computer software including MS Office applications</p> <p>Experience of manipulating and presenting data via MS Excel</p> <p>Understanding of the key principles of Data Protection and their application to Careline</p> <p><b>Education/Qualifications;</b></p> <p>Good standard of numeracy (GCSE, or equivalent), in mathematics and literacy</p>	<p><b>Experience;</b></p> <p>Experience of the personal care industry</p> <p>Experience of the Jontek CRM software system</p> <p>Experience of configuring databases to facilitate the reliable, timely, and relevant collation and presentation of data</p> <p>Knowledge of call answering equipment and/or assistive technology such as community alarms</p>	<p><b>Experience;</b></p> <p>Application form/Interview</p>

<b>Communication Skills:</b>	<p>Good communication, listening, and questioning skills when dealing with contacts, clients, and other team members</p> <p>Ability to communicate (orally, in written form, and pictorially) issues relating to assistive technology equipment that can be readily understood by recipient unfamiliar with the subject matter (e.g. types of community alarm clients)</p> <p>Confident in conversing in fluent English which is sufficient to fulfil all spoke aspects of the role</p>	<p>Experience of demonstrating the relevant features of the Jontek CRM system</p> <p>Experience of communicating with elderly, disabled clients and those with poor mental health or learning difficulties</p>	<p>Application form/Interview/test</p>
<b>Planning &amp; Organising Skills:</b>	<p>Experience of multi-tasking whilst maintaining high standards of work</p> <p>Experience of proactively organising, and prioritising a workload,</p> <p>Experience of making decisions, including instances where there is not a comprehensive procedure note, and to take responsibility for actions</p>	<p>Experience of delivering on agreed projects on time and consistent with specification.</p>	<p>Application form/Interview/test</p>
<b>Problem Solving and Accountability:</b>	<p>Ability to proactively identifying, with low levels of direct supervision, data management issues in connection with new or existing services or business models</p> <p>Ability to make decisions, understand their reasoning and be accountable for their outcome</p> <p>Experience of developing practical, workable, and reliable solutions to service issues that relate to technical issues, efficient scheduling of resources; and, the preparation of data to support commercial decision making</p>	<p>Ability to develop clear and relevant procedural documents, for use by others, in the context of an assistive technology's operation</p>	<p>Application form/Interview/test</p>
<b>Other Requirements:</b>	<p>Flexible attitude to working</p> <p>Ability to maintain strict standards of confidentiality</p> <p>Experience of working individually and as a team</p> <p>To attend site when required for training and meetings.</p>		<p>Application form/Interview/test</p>