

**PERSON SPECIFICATION
Volunteer Facilitator (Public Participation)**

Job Requirements	Assessment	Weighting
Education & Qualifications		
Educated to Degree level, or equivalent relevant experience	A	D
Diploma or NVQ 4/5 or equivalent related experience	A	E
Experience & Knowledge		
Experience of working with volunteers or supervising groups of staff – ensuring rota’s are maintained and basic HR issues are resolved.	A	E
Experience of interviewing, appointment and performance based.	A	D
Demonstration of delivering training and or information-based presentations to groups of employees/volunteers	A	E
Good working knowledge of Microsoft Word, and Excel	A	E
Knowledge of bespoke software packages/CMS to manage and engage with volunteers		
Experience of preparing performance reports to update management on the effectiveness of projects, events and engagement activity	A	E
Experience of submitting successful grant applications	A	D
Good knowledge of the legislation relating to the appointment of and on-boarding of Volunteers.	A	D
Experience of supervising groups of staff/volunteers	A	D
Experience in data administration extracting data and producing reports from data	A	D
Events management experience	A	D
Knowledge and experience of developing and delivering engagement strategies	A	D
Experience of working with and involving the public	A	E
Previous relevant experience of working with patients, carers or the public and a working knowledge of the techniques used.	A	D
Previous experience of working in the NHS	A	E

Previous experience of working with partner organisations, particularly community and voluntary sector bodies.	A	D
Experience of volunteer recruitment and management	A	D
Experience of NHS volunteer supervision	A	D
Experience of problem solving	A	E
Knowledge and experience of conflict resolution	A	D
Skills and Abilities		
Team Player	A/I	E
Ability to work under pressure and with competing demands on time	A/I	E
Excellent time management	A/I	E
Confident self-starter able to achieve objectives under own initiatives	A/I	E
Excellent communication skills, both oral and written	A/I	E
Excellent organisational skills	A/I	E
Confident in talking to members of the public and able to explain complex issues in simple language and to a variety of audiences	A/I	D
Knowledge and techniques used to involve and engage people	A/I	E
Presentation skills	A/I	E
Listening skills	A/I	E
Excellent organisational skill and has the ability to co-ordinate events	A/I	E
Personal Circumstances		
Ability to travel across the health community	All	E
Flexibility in working hours, must be able and willing to occasionally attend meetings outside of normal working hours – may need to work evenings and weekends on occasion	All	E

Assessment:

A Application form
I Interview + test
R References
All All available data

Weighting:

E Essential
D Desirable