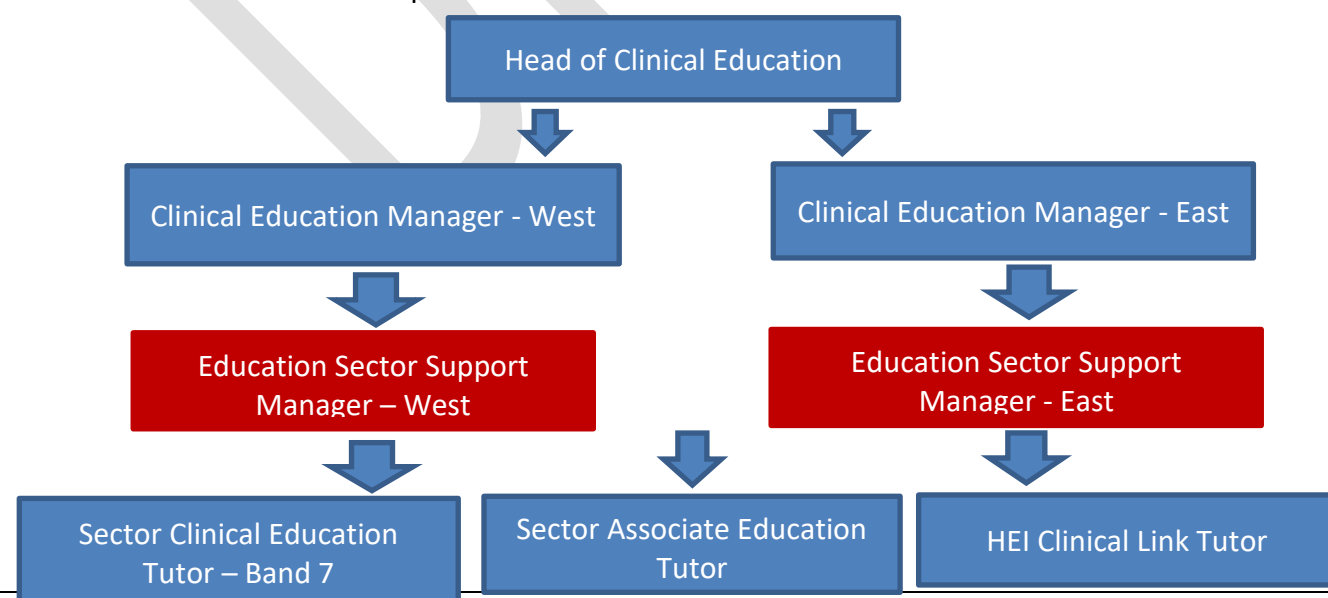


**Job Description**

Job Title	Education Sector Support Manager
Band	AfC Band 8a - Indicative
Department/Directorate	Clinical Education & Standards
Location	Based at a designated LAS Education Centre, travelling to and from educational and operational sites pan London
Reporting to	Clinical Education Manager – Ambulance Services

Job Purpose

- Based in 1 of 2 areas (Brentford or Dockside Education Centre), may be required to work at pan London Education and Operational sites
- The post holder will be responsible for overseeing the delivery of both clinical/technical related education and training for all operational colleagues
- The post holder will be responsible for overseeing the LAS Partner Higher Education Institutions (HEIs) academic year deliverable outcomes including LAS based HEI education
- Working autonomously to provide education and training services to local managers, the post-holder will also be responsible for co-ordinating the local delivery of the service's Education and Development Strategy and Plan, providing management and leadership for its delivery across their operational area
- The post holder will be responsible for providing clear, effective, reliable and empowering management and leadership
- Acting as an integral member of the local operational management team, ensuring that work place based education and development function is responsive and appropriate to service needs
- The post holder will ensure best practise across the service whilst maintaining compliance with local and national policies and standards



Key Result Areas & Performance Indicators

- Maintain personal clinical/technical skills including requirements for patient contact activity by ensuring your patient facing readiness
- Maintain effective and collaborative relationships with local management (CTM, ATM, SSM, QGAM, LGM, ADO) and quality teams, supporting the ongoing education of clinical staff (examples attending and supporting TPR meetings, sharing learning from incidents, arrange and deliver locally delivered specific training, support CPD sessions)
- Maintain effective and collaborative relationships with Partner HEI Senior Faculty teams, Lecturing staff, quality teams, supporting the ongoing education of HEI students. (examples attending and supporting TPR meetings, sharing learning from incidents, arrange and deliver Practice Education courses and support CPD sessions)
- Meet with manage and build relationships with national HEI and NHS forums and committees to secure funding for HEI student placements
- Provide support and advice to local senior managers on patient care related issues and complaints/investigations
- Oversee the delivery of effective education and training in line with the departmental Training Plan
- Supporting clinical staff in their professional development whilst promoting best practice
- Develop and maintain a motivated team
- Provide line-management support, facilitation and direction for all sector support tutors and HEI Link Tutors
- Influencing the development of practice-based clinical education and development initiatives and standards
- Support the Department of Education, and local Group management teams, in the implementation of all current patient care development strategies
- Support CE&S management in achieving high quality learning environments aligned to local and national frameworks and associated performance returns
- Contribute to the transformation and development of the department, it's purpose and culture
- Writing, reviewing, amending and updating existing and as required, developing new education related policies and procedures fit for purpose in collaboration with colleagues
- Develop, draft and write policies, procedures and strategies relating to education suitable for presentation and discussion at s senior level

Key Relationships & Stakeholders

- Director of Clinical Education
- Head of Clinical Education
- Clinical Education Manager – Ambulance Services
- Chief Medical Officer
- Quality Directorate
- Education Governance Manager

- Business Manager to the Director of Clinical Education
- HEI Senior Faculty Leaders
- HEI Professional Leads
- HEI Senior Lecturers
- HEI Clinical Link Tutors
- Lecturers
- Strategic Workforce Development Manager – Apprenticeships
- Equality & Diversity Manager
- Education Centre Managers
- Sector Clinical Education Tutors
- Sector Associate Education Tutors
- Clinical Tutors and Associate tutors
- Compliance and audit co-ordinator
- Media & Digital Content Developer
- Operational Managers
- People and Culture
- Trade Unions
- Internal Staff Networks
- External Education Partners
- External stakeholders
- NHS Ambulance Services, Education establishments and organisation
- Other Emergency and Voluntary Services, Professional and Regulatory Bodies

Key Responsibilities

Strategy

- Oversight of all learners and HEI students in the operational environment to ensure we enable them to complete their educational awards / programme
- Ensure a robust communication link between CE&S, Operations and HEIs to provide support and engagement
- Updating operational management with any changes to the portfolio / apprenticeship / Practice Assessment Documents requirements in a timely and consistent manner
- Effective communication systems within the team to ensure free flow of necessary information is passed on to local operational areas and HEIs
- Manage the delivery of the Emergency Operations Training Plan in line with the Service needs
- Manage the development of effective practices so Emergency Operations staff are confident to respond rapidly and effectively to changes in patient care and demands
- Attend both LAS and HEI Curriculum Committee meetings to support the review and monitoring of core courses to ensure effective and relevant delivery of training and identify areas of development
- Support the management of the Trust's Apprenticeship strategy in line with service needs

- Ensure the local implementation of all current patient care development strategies, and the monitoring and promotion of Clinical Governance issues within practice based clinical education and development
- Take a key role in continuous improvement and development activity, contributing to developing new practices that will lead, through education, learning and personal/career development, to both improved patient care and staff job satisfaction and welfare
- Support the delivery of the Trust Strategy, including the Clinical Strategy and Learning and Development Strategy
- Identify local ad hoc, emerging and future clinical education and HEI development needs and assist in the design of strategies capable of meeting them
- Contribute to, and participate in, the continuous audit, review, development and maintenance of the quality and professional standards of all education and training services delivered within HEI and LAS centre to achieve and maintain the highest educational and clinical standards
- Support the Clinical Education & Standards management team in the implementation of all current patient care development strategies
- Support the Clinical Education Manager to plan and implement the local education and development delivery strategies
- Participate in the evaluation of training initiatives and support senior managers to develop strategies to overcome performance deficiencies in relation to sector support
- Understand that the outcomes of current patient care development strategies influence clinical training and education packages and monitor and promote Clinical Governance issues
- Support the Clinical Education & Standards management team in the implementation of all current patient care development strategies
- Ensure the local implementation of all current professional development strategies

Operational Delivery

- Perform a key role in supporting the learners and HEI students with the practical and theory aspects of their educational award / programme
- Ensure direct reports perform a key role in the clinical/technical and professional development of operational staff and HEI Students. This will involve delivering training to operational staff and HEI Students within the classroom environment (in centres, across sectors and HEIs), virtual classrooms and also on operational vehicles where there will be interaction with patients, promoting best practice across the service to maintain and improve high standards of patient care
- Provide senior oversight in leading in the delivery and development of all courses, including creation and/or maintenance of relevant teaching material relating to designated subject matter, ensuring content is in line with current Trust and national guidance
- Managing the sharing of information by ensuring that established staff are updated in order to maintain skills and knowledge and effectively utilise new skills, procedures and operate new equipment/software as required
- Analyse and evaluate local practice based education and development outcomes and design any necessary contingency or interim plans to meet changes to planned delivery

- Analyse and report on learner data and statistics as part of the reporting schedule to the CE&S Senior Management team. Detailing short, medium and long term improvements which can be made, where necessary
- As part of the continuous process of departmental improvement and development, contribute to developing new practices that will lead, through education, learning and personal/career development, to both improved patient care and staff job satisfaction and welfare
- Ensure that staff are able to work in a safe and conducive working environment and that LAS responsibilities regarding Health & Safety and staff welfare legislation and best practice are fulfilled throughout the department
- Take all opportunities to maximise the learner and HEI students' experience, working with CES Management to incorporate local, Trust and nationally-driven change
- Take responsibility for a portfolio of work within the CE&S functions
- Attend/Chair internal and external meetings and ensure that any information presented is accurately and comprehensively prepared. Information received should be recorded and shared with colleagues and staff as appropriate
- Provide line-management support, facilitation and direction for sector and HEI tutors and support staff
- Support the development of self-managing teams and decentralised decision making, with an emphasis on continuous learning and improvement and the setting of new standards
- Prepare and provide reports to the Clinical Education Manager in accordance with the reporting schedule
- Ensure that recording/archiving for all local training documentation, returns and statistical information are provided for collation centrally
- Compile and co-ordinate the return of staff attendance and pay information to the Resource & Logistics Manager
- Co-ordinate the local provision of training equipment in order to meet demand
- Participate in the recruitment and selection of Tutors and support staff, as well as operational recruits
- Encourage team members to raise the profile of the services, through development of formal and informal networks
- Develop communication channels that ensure staff can access information about the department, the centre and it's business in simple ways and are able to contribute to the knowledge base of both the department and the Trust
- Act as a key communicator of clinical education and development related issues within the local area, ensuring that all queries are addressed quickly and appropriately, and that all appropriate information is readily and easily available
- Undertake the full range of paramedic duties, in line with the Trust's operational instructions

Stakeholder Relationships

- Working and collaborating with key stakeholders and decision makers to deliver the Workforce Training Plan and promoting the positive reputation of the Service by:

- Engaging with staff, Trade Unions, stakeholders, groups and committees and any other health care providers so the Service is a major contributor to the planning and responding to local priorities and changes in demand;
- Demonstrating that the LAS delivers its contractual obligations and represents value for money;
- Managing stakeholders expectations and proactively creating opportunities to improve, change and streamline services
- Representing CE&S and the LAS in public and at meetings
- Act as a key communicator of clinical education and development related issues within the local area, ensuring that all queries are addressed quickly and appropriately, and that all appropriate information is readily and easily available
- Represent the department, as appropriate, in both public and professional arenas, helping to promote its image as a professional and value-driven service
- Develop effective local partnership working, both within the Trust and with other relevant local education and training providers
- Establish and maintain excellent communications and relationships with all internal and external customers to the department
- Liaise with other departments and working alongside different education partners, the Ambulance services, and professional and Regulatory bodies to establish education and training delivery meets requirements both internally and externally

People Management

- Managing OTLA's for all sector support tutors, ensuring they meet the minimal requirement
- Ensuring the HEI Link Tutors deliver Practice Education Courses to requirement of the Trust
- Provide advice and mentorship for all direct reports, agreeing both personal performance outcome plans and personal development reviews (PDR). Provide regular appraisal and feedback to facilitate their achievement, managing performance issues effectively and constructively
- Deliver monitoring and appraisal systems across the team that explicitly recognise and reward behaviours congruent with the service's values
- Develop a continuous learning approach, guided by the management competency framework, personal effectiveness feedback and the needs of direct reports and teams, and reinforced within personal performance outcome plans and personal development plans
- Support the department's senior management in the implementation and monitoring of Clinical governance issues at a local level within the department, including DATIX reports
- Ensure that all requirements for necessary personal and professional skills and qualifications are met and maintained – direct reports and self
- Maintain overall responsibility to the development and monitoring of all direct reports
- Ensure that all team members know how they can contribute to improving both the department and the service through a range of formal and informal networks
- Support a work environment where team members feel able to participate, influence and be heard on team decision making

- Take responsibility for giving complex and challenging feedback where required, and for collating comprehensive evidence to support the Trust in progressing actions within the appropriate CE&S and HR policy requirements
- Support learners, HEI students and tutors who have been exposed to distressing and/or emotional circumstances, including unsuccessful learners and manage sensitive and confidential information appropriately
- Ensure that the welfare needs of all learners, HEI students and centre staff are supported and that they are able to access the appropriate mechanisms the Trust have in place if required
- Manage learners/staff to ensure that professional standards including dress, attendance and behaviour are maintained and when necessary, challenge attitude and behaviour which is incongruent with Trust policy and values
- Where necessary, manage unsuccessful learners through action plans, and implement the Capability policy as required
- Coach and mentor team members, to develop their skills and enhance performance
- Perform a lead role in the clinical and professional development of clinical education staff and direct reports, promoting best clinical practice across the range of duties in the Emergency Operations sector
- Promote a culture of responsibility for personal development and provide support and facilitation for professional and personal development of all staff within the team
- Ensure that all requirements for necessary personal and professional skills and qualifications are met and maintained by self and direct reports
- Ensure that standards of best practice are understood and applied with respect to disciplinary, grievance, complaint and irregular attendees procedures, and initiate appropriate action pertinent to these procedures as required
- Provide leadership and line management to direct reports, in line with Trust policy and procedures

Leadership

- Leading by example, and providing direction and support, contribute to ensuring that the Vision and Values of the Trust are publicised, understood and modelled by both everyone in the department, and in the Trust
- Employ an enabling, supportive and empowering management and leadership style. Seek regular feedback from colleagues and direct reports to enable self-awareness of personal impact and effectiveness
- Develop and support direct reports to enable them to achieve their full potential and thereby enhance their personal performance
- Strive to be as accessible as possible to facilitate ease of communication, particularly to direct reports and other departmental and operational staff
- Encourage self-managing teams and decentralised decision making, with an emphasis on continuous learning and improvement and the setting of new standards
- At a local level monitor the workload and daily tasks of staff to ensure an equal balance across the team
- As a leader and role model adhere to the LAS social media policy ensuring that all communications are professional and in line with that expected of a manager of the LAS

- Maintain responsibility for ensuring personal driving skills are up to date and ensure an exceptional high standard for personal driving records
- Maintain responsibility for personal development, retention and acquisition of professional Qualifications, and undertake operational shifts to maintain practical application of skills and knowledge
- Ensure that a positive image and commitment to equal opportunities and diversity is demonstrated throughout the Service as appropriate
- As an authorised signatory, effectively manage resources and expenditure and exercise financial control. Report monthly to the Clinical Education Manager on financial performance
- Deputise for the Clinical Education Manager, as necessary

General

- Contribute to the future development of the post and review of the job description.
- Manage personal annual leave entitlement in line with LAS policy
- Undertake the full range of operational response duties in line with the Trust's operational instructions, as a Paramedic
- Undertake other duties commensurate with the grade and needs of the LAS NHS Trust
- Utilise education and development resources in a cost efficient and effective way.
- Manage and maintain LAS equipment to maximise condition, as per the departmental guidelines
- Maintain professional qualifications and accreditations
- Where requested, support the operational response to significant/major incidents and assume a leadership role to own scope of practice as required by the Trust. This can include activities within planned / unplanned Business Continuity exercises

Training Development

- Facilitate peer review to ensure that clinical, educational and delivery standards meet the expectations outlined by the Clinical Education and Standards department and the Trust.
- Represent the department on working parties and developmental groups to propose and implement a wide range of quality systems to improve education and development across the service
- Ensure oversight of the design and implementation of specialised/individualised training packages to update or introduce new equipment or procedures across the organisation working to set time frames and other operational constraints
- Analyse a range of statistical trends in clinical practice and develop initiatives to improve compliance and drive up standards of patient care in the operational environment
- Manage the HE team, provide support to the ongoing development of learners on HEI programmes and ensure compliance with HEI policies

- Provide formal support to direct reports enabling them to support development and standards of PEds and their role in mentoring learners

Scope for Impact

- Key role in determining the quality, standards and effectiveness of out of-hospital patient Care
- Key role in the development of projects/courses and participate in working groups as appropriate
- Deputise for immediate line managers to support personal development and growth as and when required
- Play a fundamental role in the development of local out of-hospital care initiatives and standards
- Contribute to reducing litigation costs associated with malpractice and personal injury claims through education and training of operational staff
- Contribute to reducing vehicle and equipment repair and replacement costs associated with inappropriate application

Quality, Care & Governance

- Regularly review reports on individual learner training and tutorial records to ensure consistent and detailed appraisal of learner progress against stated learner outcomes
- Ensure accurate records/archiving systems of all training/courses documentation, pertinent to the learner group, ensuring that returns and statistical information are provided for collation centrally
- Lead in the ongoing quality assurance of all Emergency Operations curriculum programmes including delivery techniques to ensure that all programmes meet the required standards for approval and validation
- Ensure comprehensive and accurate education and training documentation systems, relevant to own work, ensuring that all relevant documentation is completed and stored in a manner which is compliant with the Data Protection Act 1998 General Data Protection Regulations 2018 and the requirements of the Awarding Organisation
- Manage the evaluation, review and development of the full range of training programmes to ensure all staff are compliant in best practice and that high standards are maintained
- Working with the Governance Manager to effectively deal with and ensure that all assessments and examinations are carried out in line with guidance issued by the awarding body and that the associated documentation is completed
- Collate regular reports on training provided
- Liaise with the Business Manager to the Director of Clinical Education in relation to national quality frameworks and associated returns
- Support the department's senior management in the implementation and monitoring of

clinical governance issues at a local level

- Ensure that all audits are carried out as appropriate
- Seek feedback from staff and learners both formally and informally and analyse and report on this
- Utilise feedback to inform development and improvement actions and strategies
- Where service standards are not being consistently met, identify causes and propose corrective actions, liaising with senior management and the education governance team as appropriate
- Identify risks associated with sector education, employing solutions to eliminate or mitigate risk, reporting concerns to the Clinical Education Manager and completing the electronic incident report form where applicable
- Maintain records in accordance with the LAS data management systems
- Develop communication systems to assist in the free flow of information between local operational areas and CE&S
- Contribute to the development of implementing service-wide policies and procedures with the appropriate committees

Infection Prevention & Control

All Trust employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement Trust policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

Safeguarding

The London Ambulance Service NHS Trust is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the LAS Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

Confidentiality

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance.

Caring | Respect | Teamwork

Building a world-class ambulance service for a world class city

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

Risk

Accept personal responsibility for contributing to the Trust's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Trust.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Trust, in accordance with Trust policy and training.

Identify and report actual or potential hazards/ risks in the work environment in accordance with Trust policies, and take immediate action to minimise risks where it is reasonably practicable to do so.

Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children.

Follow LAS policy on use of PPE (Personal Protective Equipment) e.g. Stab Vests, Hi- Visibility Clothing, Gloves, Visors etc.

Awareness of and compliance with Health and Safety Regulations.

Equality and Diversity

The Trust recognises the benefits of a diverse workforce reflective of the communities that we serve, and is committed to equal opportunities in employment with a devotion to eliminate all forms of unlawful discrimination. The Trust aims to promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff). All individuals have a duty to adhere to the Trust Equality and Diversity policy and an individual responsibility towards the application and understanding of the Equality Act 2010. Inequitable behaviour will not be tolerated and every person has a responsibility to highlight discriminatory practice.

Health and Safety at work

In addition to the Trust's responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to co-operate with your employer in the discharge of its statutory duties. You must adhere strictly to the Trust's policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using

the Trust's incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

Disclosure and Barring Service (DBS)

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy and you will be required to sign up and maintain your subscription to the DBS Update Service.

Values and Behaviours

Caring

Kindness – be caring and compassionate, polite, welcoming, approachable

Positive – embrace change, be enthusiastic and optimistic, proactive

Empathetic – put myself in other people's shoes, consider other perspectives

Listening – hear others, be open, approachable, give others space to speak

Respect

Equity – be fair, embrace diversity, accept others for who they are

Inclusive – advocate for others, ask for input, seek out alternative views

Understanding – be interested in others' feelings, stories and backgrounds

Appreciative – offer descriptive praise, seek out feedback, value others

Teamwork

Supportive – offer help when you notice others need it, check in regularly

Collaborative – seek opportunities to work together, communicate, clarify

Professional – be accountable, responsible for my attitude, calm and reassuring

Integrity – be honest, share learnings, act in others' and LAS' best interests

Person Specification

Qualifications, Accreditations, Education	Essential	Evidence
Professional/degree level qualification or equivalent	√	A
Post-Graduate Certificate of Education/Certificate of Education or IHCD Ambulance Tutor award	√	A
Level 3 Certificate in Assessing Vocational Achievement (CAVA) or equivalent, or ability to complete	√	A
HCPC Paramedic registrant	√	A
Evidence of continuous personal and career development	√	A
Full, driving licence, valid in the UK and no more than 3 penalty points	√	A
Experience	Essential	Evidence
Current practising and HCPC Registered Paramedic with significant experience	√	A
Experience in teaching / education services	√	A/I
Experience of working within multi-disciplinary teams	√	A/I
Experience of managing, developing and motivating staff in a team context	√	A/I
Ability to chair working groups and committee's	√	A/I
Recent experience of managing, developing and motivating staff in a team context	√	A/I
Experience of influencing at a senior managerial level	√	A/I
Experience of engaging effectively with internal and external stakeholders	√	A/I
Evidence of proficiency in using software and digital technology, including mobile and social media platforms, to support education and clinical practice	√	A/I
Ambulance, emergency service, or health service experience	√	A/I
Experience of working with digital technologies including mobile/electronic learning apps, including Totara, ESR/OLM, GRS, ePCR, CMC, MiDOS, MPDS, Adastra	√	A/I
Experience of working in teams to deliver programmes and projects of work which involve change	Desirable	A/I
Experience of working within a complex multi-site learning environment	√	A/I
Experience of budget management	√	A/I
Experience conducting investigations and writing reports that may include sensitive or contentious information	√	A/I
Knowledge and Skills	Essential	Evidence
Expert knowledge of UK ambulance service clinical practice guidelines, and pan London patient care pathways	√	A/I
Comprehensive knowledge and experience of operational ambulance duties, work procedures & practice	√	A/I
Maintain currency with clinical/technical developments, using appropriate reference material	√	A/I
Ability to manage outcomes and deliver to deadlines without	√	A/I

compromising performance		
Effective people management skills	√	A/I
Demonstrable ability to employ the full range of leadership/managerial skills in providing empowerment and support to both individuals and teams	√	A/I
Demonstrable ability to engender an open and inclusive working environment where integrity and respect are evident and highly valued	√	A/I
Demonstrable networking skills, and the ability to identify and engage key service stakeholders	√	A/I
Adaptability and the ability to work flexibly dependent upon circumstances and the requirements of the role/task	√	A/I
Ability to initiate and lead change programmes in local settings, generating ideas, innovating and creating new ways of working	√	A/I
Good decision making skills with the ability to make long term plans and strategies as well as effective short term, reactive decisions	√	A/I
Ability to work effectively with varying work strands whilst maintaining attention to detail and progress	√	A/I
Excellent written and verbal communication skills and the ability to speak/present in public	√	A/I
Demonstrable commitment to the service's equal opportunity and diversity policies and evidence of incorporating them into local practice	√	A/I
Ability to work with information, analyse data and present results/summaries based on evaluation	√	A/I
Able to think laterally and problem-solve when the need arises in order to achieve successful outcomes in a timely manner	√	A/I
Develop policies and procedures for necessary service development	√	A/I
Analytical skills to collate, interpret and report on data	√	A/I
Ability to implement and influence the development of departmental service plans	√	A/I
Demonstrable commitment to both professional and personal quality and standards	√	A/I
Self-initiating and managing time effectively, being able to identify, plan and prioritise work load	√	A/I
Personal Abilities	Essential	Evidence
Adhere to the Trust values and behaviours	√	A/I
Demonstrable awareness and commitment to contributing to the achievement of the service's vision, and behaviour consistent with the service's values	√	A/I
Recognises own behaviours and able to moderate to suit different audiences and individuals	√	A/I
Resilient individual with the ability to cope under pressure within a continually changing environment	√	A/I
Proactive, with a commitment to deliver agreed outcomes	√	A/I
Enthusiasm and the ability to work with and motivate others	√	A/I
Empathetic and sensitive to the needs of others	√	A/I
Embraces and responds positively to change	√	A/I

Demonstrable organisation skills, with examples of people and project management	√	A/I
Attention to detail	√	A/I
IT literate with good knowledge of Microsoft Word, Excel, Powerpoint	√	A/I

Key: A = application, T = test, I = interview *delete as appropriate

Created/Updated*: **March 2023**