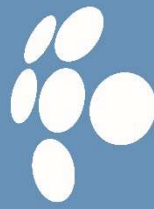


DDSL Person Specification

- Knowledge and experience of working with children, young people and families and dealing with barriers to education.
- Knowledge, experience and understanding of safeguarding procedures, child protection issues and law and regulations governing the employment of children.
- Knowledge and experience of statutory legislation, guidelines and policies on attendance.
- Ability to plan and prioritise own workload, and meet deadlines within fixed, sometimes conflicting, timescales.
- Experience of working with children and young people, parents / carers to overcome attendance difficulties.
- Excellent IT skills, including spreadsheets, databases, word processing, and internet/intranet /email.
- Excellent SIMs knowledge.
- High level written, oral and listening communication skills for effective interaction with internal and external contacts.
- Ability to adapt to challenging situations and people and respond appropriately using negotiation and influencing skills to achieve objectives.
- Confidence and ability to deal with difficult situations calmly, firmly and with sensitivity.
- Ability to work as part of a team and openly and collaboratively with multi-agency colleagues, while applying the principles of confidentiality.
- Effective analytical skills and problem solving.
- Working knowledge of Exclusion from school.
- Understanding of the need for confidentiality and working practice of handling such information.



Personal Style and Behaviour

- Drive, tenacity, and an ability to maintain focus, objectivity and sound judgment under complex conditions to achieve desired outcomes.
- Tact and diplomacy in all interpersonal relationships with external contacts and colleagues at work to establish and maintain positive relationships which generate confidence and respect.
- Personal commitment to excellence in service delivery.
- Flexibility to adapt to changing workload demands and new organisational challenges.
- Desire to pursue own personal development and take full advantage of training provided.
- Self-motivation and personal drive to complete tasks to required timescales and quality standards.
- Ability to be creative in developing on going incentives and strategies to improve attendance and continually raise the importance of good attendance. Ability to 'think out of the box'.
- Ongoing commitment to inclusive education practices and equality of opportunity.
- Personal commitment to ensure services are equally accessible and appropriate to the diverse needs of service users.
- Flexibility in approaches to work including service location arrangements (Medway, Portsmouth and Kent) and working outside core hours.