

## Person Specification

# Staff Welfare Assistant

Qualifications & Experience	Essential	Desirable
<ul style="list-style-type: none"> <li>Good standard of general education (NVQ level 2 or equivalent)</li> </ul>		✓
<ul style="list-style-type: none"> <li>Mental Health First Aid (MHFA) Certification or willingness to gain the qualification</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Experience working in a welfare or pastoral care role, ideally within a corporate public sector setting.</li> </ul>		✓
<ul style="list-style-type: none"> <li>Experience signposting individuals to external support services (e.g., EAP, wellbeing support)</li> </ul>		✓
Skills and Knowledge	Essential	Desirable
<ul style="list-style-type: none"> <li>Ability to build trusting collaborative relationships</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Proven ability to handle sensitive individual cases with discretion and empathy.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Experience of maintaining accurate, confidential records in compliance with GDPR.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>The ability to listen without judgment and identify appropriate support</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Strong verbal and written skills for drafting correspondence and conducting one-to-one meetings.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Ability to remain calm and objective when mediating workplace stressors.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Experience of using Google Workspace</li> </ul>		✓
<ul style="list-style-type: none"> <li>Experience of working with management information systems such as Arbor</li> </ul>		✓
Personal	Essential	Desirable
<ul style="list-style-type: none"> <li>Commitment to the safeguarding of children and following relevant policies</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Awareness of and commitment to equality</li> </ul>	✓	
<ul style="list-style-type: none"> <li>High expectations of self and others</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Resilience when managing challenging situations</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Ability to prioritise time effectively and work to deadlines</li> </ul>	✓	
<ul style="list-style-type: none"> <li>A natural desire to help others and improve their daily working lives.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Self-motivated and able to work on initiative</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Approachable and flexible</li> </ul>	✓	