**PERSON SPECIFICATION**

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| **Post Title:** Insight and Intelligence Apprentice (L3 Data technician) | | |
| **Essential** | **Desirable** | **Assess**  **by** |
| **Knowledge** | | |
| * Interest in, and knowledge of health, social care and community services * Interest in how people’s health can be improved * Understanding the need to deal with highly confidential / contentious information in a discreet and appropriate manner | * A broad understanding of the importance of information, advice and advocacy in enabling people to:   + get the best from health and care services they may require   + enjoy independence and quality of life * A working knowledge and understanding of information, advice and advocacy services in Liverpool | A, I |
| **Experience** | | |
|  | * Ability to turn data into insight and intelligence and using this to make a difference to how services are delivered | A, I |
| **Skills and competencies** | | |
| **We are looking for someone who has good organisational skills**  These include:   * Being able to manage time effectively and work to deadlines * The ability to read, understand and digest large volumes of information   **We are looking for someone who has excellent communication skills**  These include:   * Having a high standard of written English to communicate in an accessible and professional manner with colleagues and stakeholders * Ability to interpret information and to present it in a logical way   **We are looking for someone with a keen interest in understanding and using data**  **We are looking for someone who is competent in using IT**  This includes:   * Familiarity with using a variety of programmes, including Word and Excel * The ability to learn how to use Healthwatch Liverpool specific data and IT systems | **Further organisational skills**   * To be able to determine priorities and organise your own workload * Be able to identify areas of strategic importance and where Healthwatch Liverpool needs to gather and share public experiences   **Further communication skills**   * The ability to tailor verbal communication to the particular audience, including professionals from different sectors and members of the public * Ability to produce engaging and informed reports   **Data analysis skills**  These include:   * Being comfortable with identifying patterns and trends systematically from data collected * Ability to identify gaps in the data we gather and use this * intelligence to inform team work planning. * Thorough understanding of the work of the organisation and how insight and intelligence can underpin and inform this. Ability to design and implement methods and systems to turn the information we receive into useful intelligence   **Further IT skills**   * Using programmes/systems efficiently to input and analyse feedback data | A, I  A, I |
| **Personal Attributes** | | |
| * Good attention to detail * Eager to learn * A good listener, able to use listening skills to communicate effectively with colleagues and others * Has sensitivity, insight and an understanding of the different needs and wishes of individuals * Able to work as part of a team and to work independently where appropriate * Has a willingness to work flexibly * Is able to collaboratively with a variety of team members, professionals and partner organisations. |  | A, I |
| **Other** | | |
| We are looking for someone who can demonstrate an understanding of, and a commitment to, the principles of equality and inclusion that inform the work of Liverpool Advocacy Rights Information Development and Equality (LARIDAE)  This involves having:   1. A firm belief in the equal rights and dignity of all people 2. An understanding of some of the barriers and discrimination often experienced by members of our communities | 1. Have an appreciation of the difficulties that the public may face in accessing and using services | A, I |

Key to assessment methods; (A) Application form (I) Interview

References will be used to help confirm suitability for the post.