

Information pack for the post of Support Liaison Officer – CQD Corporate Projects

Care Quality Directorate

Corporate Division

Person Specification

Job Title:	Support Liaison Officer – CQD Corporate Projects
Grade:	Band 5
Reports To:	CQD Clinical Project Lead / Digital Information Lead Nursing Officer

Criteria	Essential / Desirable Criteria		Assessment Method			
			A	I	T	R
Education and Qualifications						
• CIPD Qualified	E		✓			
• GCSE Maths and English (A to C) or equivalent	E		✓			
• NVQ Level 4 or equivalent qualification or experience (or at least minimum of Level 3)	E		✓			
• RSA Typing/word processing Level 3 qualification or experience	E		✓			
• Good working knowledge of Microsoft Word, Excel, Outlook and PowerPoint	E		✓			
• Educated to degree level or able to demonstrate equivalent work experience and applied knowledge	E		✓			
• Recognised Project Management qualification		D	✓	✓		
• NHS Leadership or managerial qualification		D	✓			

Experience						
• Experience of Project environment.	E		✓			✓
• Experience of working at all stakeholder levels within organisation	E		✓			✓
• Evidence of ability to use information to support the preparation of business cases for service developments	E		✓	✓		
• Experienced in budget monitoring and control	E		✓	✓		
• Experience of dealing with a range of conflicting demands and priorities	E		✓	✓		✓
• Experience of facilitating and managing meetings with staff at all levels	E		✓	✓		
• Preparation for meetings and minute taking	E		✓	✓		
• Previous experience of working in the NHS		D	✓			✓
• Experience of staff and line management, including performance monitoring, appraisals and leave management.		D	✓	✓		
• Good understanding of Governance processes		D		✓		
• Information Governance and Data Quality Experience		D				
• Experience of working with a range of NHS partners / related agencies.	E			✓		
• Experience of risk management, monitoring and reporting		D		✓		
• Understanding the importance of maintaining confidentiality	E		✓			✓
Knowledge						
• Clear understanding of Job Planning, Job descriptions	E		✓	✓		
• MS Office Suite, Outlook, Word, Excel, PowerPoint	E		✓	✓		
• Basic HR processes	E		✓	✓		
Key Skills						
• Effective Communication both written and verbal	E		✓	✓		✓
• Attention to detail	E			✓		



• Negotiation and challenge	E			✓		
• Coaching and Facilitation skills	E			✓		
• Flexible and adaptable to ever changing environment	E			✓		
• Use of Pivot tables within Excel		D		✓		
Other						
• Awareness and respect for colleagues, patients and relatives cultural, religious and emotional needs and beliefs	E		✓	✓		
• Able to demonstrate behaviours consistent with the Trusts Values and Behaviours	E			✓		
• Be prepared to work across sites as and when required	E			✓		
• Professional appearance & behaviour	E			✓		
• Good previous attendance record	E					✓
• Satisfactory enhanced DBS check against vulnerable groups barred lists	E		DBS			

Assessment Criteria: A = Application, I = Interview, T = Test, R = References

