

# PERSON SPECIFICATION

## JOB TITLE: WESTERN VALE GOOD NEIGHBOURS SCHEME MANAGER

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The ideal candidate will demonstrate the following skills, experience and personal qualities. Shortlisting will be based on how well applicants meet these criteria.

### ESSENTIAL COMPETENCIES

- Experience of working with older people, volunteers, community groups or service users, or a clear understanding of the needs and experiences of older adults and a willingness to learn quickly.
- Experience of supporting individuals in a community-based or outreach setting, ideally including older people.
- Experience of recruiting, training or supporting volunteers or staff.
- Experience of managing sensitive, complex or emotional situations with empathy and professionalism, particularly when supporting older adults.
- Experience of partnership working with local organisations, community groups or statutory services.
- Experience of using digital systems, calendars and databases.
- Strong communication skills, with the ability to build rapport and trust with older people who may be isolated, anxious or unsure where to turn.
- Ability to assess client needs and match them appropriately with volunteers, ensuring safe and appropriate support for older adults.
- Confident in planning, organising and prioritising a varied workload across multiple locations.
- Ability to work independently while coordinating effectively with colleagues covering other parts of the Vale and the central point-of-contact team.
- Ability to design and deliver engaging volunteer training and induction sessions.
- Strong problem-solving skills and the ability to develop volunteer-led solutions to community needs.
- Ability to represent the organisation professionally at community events, meetings and activities
- Understanding of the challenges faced by older people, including loneliness, rural isolation, mobility issues, digital exclusion and navigating services — or a willingness to develop this knowledge quickly.
- Awareness of safeguarding, confidentiality and data protection requirements, particularly as they relate to vulnerable older adults.
- Knowledge of community resources, local services and support available to older people in the Vale (or ability to develop this quickly).
- Understanding of the role volunteers play in delivering community-based support.
- Compassionate, patient and respectful in all interactions, with a genuine commitment to supporting older people to stay connected, independent and safe.
- Self-motivated, proactive and comfortable working autonomously.
- Flexible and able to respond to changing community needs, volunteer availability & service priorities.
- Creative and solution-focused, with a commitment to volunteer-led approaches.
- Confident engaging with people in community settings, from village halls to local events.
- Commitment to equality, diversity and inclusion.
- Driving licence and access to a car.

## DESIRABLE COMPETENCIES

- Experience of managing or coordinating a community project.
- Experience of delivering outreach, engagement or promotional activities.
- Experience of producing social media content or community-facing communications.
- Experience of monitoring, evaluation or reporting.
- Knowledge of the geography and communities of the Western Vale.

Because services and community needs may change, develop or shift, the postholder must be comfortable adapting their approach, working collaboratively with colleagues, and shaping volunteer-led solutions as the scheme evolves.

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## VACANCY DETAILS

- Salary - £15,519 (£25,865 FTE)
  - Tenure - Permanent
  - Location - V21 Sbectrwm, Bwlch Rd, Fairwater, Cardiff
  - Working Hours - 21 hours per week
  - Start Date - ASAP
  - Annual Leave - 35 days including bank holidays pro-rated to hours worked.
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## APPLICATION PROCESS

There is no closing date for applications. Applications will be shortlisted on receipt of completed application form.

The application form must be fully completed as they form part of the shortlisting process.

Application packs are available from [julie@phoenixhr.co.uk](mailto:julie@phoenixhr.co.uk)

Initial interview via Teams or Zoom.

You will be asked to provide proof of the Right to Work in the UK before the interview takes place,

If successful at first interview you will be asked to attend a second interview which will take place at V21 Sbectrwm, Bwlch Rd, Fairwater, Cardiff, CF5 3EF

**Due to the nature of the work the successful candidate will be required to pass a standard DBS check as well as provide the contact details of two referees, one of which must be your most recent employer**