



THE PERSON

Safe and Well Officer

Criteria	Essential / Desirable	Method of Assessment
Qualification		
Level 2 standard of education (e.g. GCSE) or equivalent experience demonstrating basic numeracy and literacy.	E	Application
Knowledge and Experience		
Experience of working with a diverse range of people within the community.	E	Application and Interview
Experience of using people skills to adapt information sharing techniques and encouraging change.	D	Application and Interview
Ability to engage with individuals, colleagues and other organisations appropriately, at all levels.	E	Application and Interview
Ability to use skillsets to build rapport and trust with individuals and appropriately give advice, guidance and problem solve.	E	Application and Interview
Knowledge of the broader activities of Essex County Fire and Rescue Service.	D	Application and Interview
Skills and Abilities		
Excellent interpersonal skills. Able to communicate professionally, appropriately and effectively to a range of diverse/vulnerable people.	E	Application and Interview
Able to risk-assess and observe and record risk, with a view to advising residents how to make improvements to their home safety.	E	
Motivated to carry out research and self-learning to confidently offer appropriate bespoke advice. Able to signpost and refer to other organisations appropriately.	E	
Has a knowledge of managing stock and equipment.	D	Application and Interview
Good written and verbal communication skills, across a variety of mediums.	E	Application and Interview
Confident in using ICT systems such as Word, Excel, Outlook, TEAMS. Able to learn new systems.	D	Application and Interview

Person Specification

Able to work on own initiative without constant supervision, individually and as part of a team.	E	Interview
Some skills in minor property maintenance, and able to use supplied tools. Confident in using step ladder to install smoke alarms.	E	Application and Interview
Demonstrates attention to detail and can adapt a person-centred approach based on individual needs.	E	Interview
Well organised and self-motivated. Ability to manage own diary and work unsupervised.	E	Application and Interview
Able to help others acquire skills and experience.	E	Application and Interview
Is committed to learning and self-development and is eager to help others learn.	E	Application and Interview
Other		
Positive mindset – warm, friendly and professional.	E	
Full driving licence. Role requires driving around the county.	E	Application and Interview
Well presented	E	Interview
Willingness to work flexibly.	E	Application and Interview
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E	Application and Interview
Contribute to a positive working environment ensuring commitment to equality and diversity.	E	Application and Interview