

This post requires that the post holder has the following skills and experience to fulfil the job description. Please address yourself to the points marked * and explain clearly how your experience and knowledge meets each of these requirements.

		Experience
*	1	A relevant professional background in the field of complex needs, including homelessness, substance misuse, mental health and offending
*	2	Significant experience of positive partnership working and collaboration
*	3	Experience of managing a team with a range of responsibilities
	4	Experience of operational planning and policy implementation, including risk management
*	5	Experience of using, creating, developing and managing a range of digital platforms
	6	Experience of robust data collection, monitoring and reporting
*	7	Experience of disseminating learning to a wide audience via a variety of mediums
		Skills/Ability/Knowledge
	8	Educated to a degree level
*	8	Highly-motivated with strong organisational skills, having demonstrable experience of delivering on competing priorities within a time-pressured environment
	9	An ability and commitment to work effectively in partnership with the project's Senior Manager and Director of Services, BHT Management Team, BHT staff and external stakeholders
*	10	Knowledge of how to analyse data and inform persuasive, evidence-based documents to influence systems change
*	12	An excellent communicator with well-developed networking, promoting and negotiating skills
	13	Ability to develop and maintain strong relationships with partner organisations in order to promote and embed new ways of working
*	14	Strong verbal communication skills (including through delivering presentations and training) to a range of audiences
	15	A good understanding of legislation, policy and local service provision in relation to people with multiple and complex needs
	16	Ability to lead, manage and motivate a team and provide effective line management and team supervision and support
	17	Confidence in working as part of a team, with experience of working collaboratively with colleagues to help ensure the successful delivery of projects
	18	Strong analytical skills, with experience of analysing a wide range of primary and secondary sources of evidence (both qualitative and quantitative)

	19	An excellent understanding of equality and diversity issues with the commitment to promote and develop positive initiatives in all aspects of work
*	20	Excellent written skills, the ability to write clearly, concisely and persuasively in a variety of formats and for a range of audiences
*	21	Confidence and competence in using a range of technology – internet, emails, databases, Microsoft office, Excel, smart phone, iPad
		Attitudes
*	22	Passionate about improving services and outcomes for people with multiple and complex needs
*	23	Commitment to service user involvement and involving those with lived experience of complex needs in bringing about change
*	24	High levels of resilience, emotional intelligence and strong motivational skills
	25	A high degree of sensitivity and tact in all dealings with people, particularly working with partners and in supporting staff in their personal development