

## Person Specification: Restorative Justice Coordinator

Criteria	Essential or Desirable	Short listing criteria or Interview Criteria
<b>Knowledge</b>		
Knowledge of Microsoft Office applications and good ICT literacy	Essential	S
Knowledge of housing policy, social housing, criminal justice, alternative dispute resolution	Desirable	S/I
<b>Skills</b>		
Shows initiative and takes personal responsibility for completing tasks	Essential	S/I
Excellent communication skills including good telephone manner and ability to deal sensitively with distressed or angry service users	Essential	S/I
Able to write clearly, with correct grammar and punctuation	Essential	S/I
Able to engage positively with residents and promote restorative justice and mediation	Essential	S/I
Able to coordinate and motivate volunteers	Essential	S/I
Able to speak a community language of east London	Desirable	S
<b>Experience</b>		
Experience of mediation, conflict resolution and/or community work	Essential	S
Experience of participative training and adult learning	Essential	S/I
Experience of facilitating restorative justice conferences	Desirable	S
Experience of negotiation, sales, marketing or promotion	Desirable	S/I
Experience working with volunteers	Desirable	S/I
<b>Qualifications</b>		

No specific qualifications are required but a reasonable level of literacy and numeracy is required

Training in mediation	Desirable	S/I
Training in restorative justice or willingness to undertake training	Desirable	S/I

### Circumstances

This is a new post and will be based at our Tower Hamlets office at the address below

This post is advertised at 14 – 21 hours a week, but we will positively consider applications from part time workers and job sharers

Flexible working hours are available for this post

There is an occasional requirement for evening and weekend work in this job

No overtime will be paid but a time off in lieu (TOIL) system is in place