Person Specification

Newcastle City Council

Administrative Assistant (N4)

Part A
The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential

- Advanced knowledge of Microsoft applications with the ability to create, manipulate and up-date spreadsheets and databases.

- Effective keyboard skills with a minimum word processing speed of 45 wpm and command of the English language to undertake the production of documents e.g. letters, reports, memos, tables, leaflets.

- Ability to take notes at meetings and summarise in a meaningful way

- Excellent customer care skills, committed to providing a quality service to all our customers and confidence to deal with difficult people face to face or by phone

- Able to respond to enquiries and undertake initial screening for calls

- Previous administrative experience along with the skills and ability to undertake financial and numeric tasks accurately with attention to detail

- Able to demonstrate an organised, systematic and consistent way of working to meet strict deadlines, with the ability to use own initiative and deal with conflicting demands

- Self motivated team player

- Committed to respect the confidential nature of the business

- Flexible approach to working from various sites across the city

- Committed to Equalities and Diversity

Desirable

- Customer Services NVQ Level 2

- Able to demonstrate successful completion of relevant IT courses

- RSA II Word or Text Processing or equivalent

Part B

The following criteria will be further explored at the interview stage:
    1 - 11 by interview and IT testing.

Additional Requirements

- Occupational health clearance

- Two references from current and previous employers (or education establishment if applicant not in employment)