

Person Specification

Employee Services Assistant



Part A

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

Essential

- Ability to use Windows based software
- Experience of creating, manipulating and updating spreadsheets and databases
- Effective numeracy skills to process manual calculations
- Experience of payroll and HR Admin.
- Ability to prioritise workloads to meet tight deadlines
- Good organisation and time management skills
- Effective verbal and written communication skills
- Excellent Customer Service Skills with experience of promoting and maintaining positive working relationships with customers (both internal and external)
- Understanding the need to maintain confidentiality
- Ability to work as part of a team and on own initiative

Desirable

- Experience with Document Management Systems
- An understanding of HMRC legislation and statutory requirements

Part B

The following criteria will be further explored at the interview stage:

- IT and payroll systems knowledge
- Able to work flexibly to support the needs of its customers.
- Handles problems calmly and positively
- The ability to work within a high volume environment
- The ability to work effectively as part of a team
- Understanding of the Councils Equality and Diversity policy

Additional Requirements

Awareness of data protection regulations