Person Specification

Administration Support Officer

Newcastle City Council

Part A

The following criteria (knowledge, skills and experience) will be used to shortlist at the application stage.

Essential Criteria

Able to demonstrate :

- Knowledge and competent use of Microsoft Office applications with the ability to create, manipulate and update spreadsheets and databases and good keyboard skills

- Good verbal and written communication skills.

- Good organisation and time management skills.

- Excellent Customer Service Skills with the ability to resolve complex enquiries from vulnerable people either face to face and on the phone

- Ability to work as part of a team and on own initiative.

- Understand the need to follow established procedures including financial processes

- Experience of dealing with sensitive and confidential information.

- Ability to relay information accurately

- Understanding of the need to identify and embed new business processes.

- Ability to support meetings including production of minutes and/or action points.

Part B

The following criteria will be further explored at the interview stage

- Communication skills

- Approach to prioritising work to meet deadlines

- Approach to Customer Service

- IT skills/ Accuracy

- Maintaining confidentiality

- Approach to resolving complex enquiries

- Understanding of the council's Equality policy, applying this in the workplace and the effect on delivery of services to customers

Supporting HAC