

## **Person Specification**

### **Administration Support Officer**



#### **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 excellent keyboard skills
- Good verbal and written communication skills.
- Good organisation and time management skills.
- Ability to work as part of a team and on own initiative.
- Excellent Customer Service Skills, with the ability to resolve complex enquiries
- Experience of dealing with sensitive and confidential information.
- Understand the need to identify and embed new business processes.
- Ability to support meetings including production of minutes and/or action points.
- Ability to type live minutes during meetings.

#### **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
- Approach to working as part of a team
- Live minute taking skills
- 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.