# **PERSON SPECIFICATION: SUPPORT ASSISTANT POST REFERENCE: 106327**

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**

|  |  |  |
| --- | --- | --- |
| REQUIREMENTS | ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) |
| * **Educational/vocational/ occupational qualifications and/or training** * **Specific qualifications (or equivalents)** | NVQ 3 Business Admin (or equivalent) (F) | NVQ 2 in Customer Services or ICT (or equivalent) (F)  City & Guilds for Civil Enforcement Officers qualification  Current valid driving licence (F) |
| * **Work or other relevant experience** | Recent experience of providing administrative support within a similar office based or customer services role (F/I)  Experience of independently investigating and resolving customer queries and issues (F/I) | Experience of working within a community safety setting/regulatory environment (F/I)  Experience of ordering and/or invoicing using a substantial financial system (F/I)  Experience of multi-agency working |
| **ESSENTIAL/DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** | | |

**2**

|  |  |  |  |
| --- | --- | --- | --- |
| REQUIREMENTS | ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | |
| * **Skills, abilities, knowledge and competencies** | Can exchange complicated information with customers in writing, face to face and by telephone (I)  Good keyboard skills and proficiency in the use of Microsoft Word and Excel (F/I)  Ability to process tasks including taking and producing minutes (F)  Ability to work effectively under pressure whilst ensuring a high degree of accuracy and maintaining excellent standards of customer service. (I) | tieodeo  Knowledge of legislation in relation to Community Safety / Enforcement services (F/I) | |
| * + **General competencies** | Demonstrates a reliable, flexible, “can do” attitude towards meeting the varying workload of the role (I/R)  Demonstrates tact and sensitivity when dealing with customers (I)  Displays understanding of the environment in which the organisation currently operates and adopts a positive attitude towards change (I) |  | |
| **ESSENTIAL / DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** | | |

**On-going Training Requirements**

The post holder will be required to undertake the following mandatory/essential training at the frequency indicated.

|  |  |
| --- | --- |
| **Mandatory/Essential Training** | **Frequency** |
| Corporate Induction  Employee Protection Register  Information Governance / Information Security  Equality and Diversity  PREVENT Training | Upon recruitment  Upon recruitment  Annually  Annually  Annually |

Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council’s Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary.