# **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.**

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| REQUIREMENTS | ESSENTIAL CRITERIAPlease indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)  | DESIRABLE CRITERIAPlease 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 qualificationCurrent 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)** |

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| * **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)  | tieodeoKnowledge 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) |  |
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**On-going Training Requirements**

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

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| **Mandatory/Essential Training** | **Frequency** |
| Corporate InductionEmployee Protection RegisterInformation Governance / Information SecurityEquality and DiversityPREVENT Training |  Upon recruitmentUpon recruitmentAnnuallyAnnuallyAnnually |

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.