

Person Specification

TWAM Resource Co-ordinator

Part A

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

Essential

- Previous experience in a resource coordination, roster clerk, logistics or equivalent role
- Excellent IT skills particularly in using Microsoft Excel
- Confident and proficient working with numbers, with attention to detail skills
- Able to demonstrate a structured and logical approach to tasks and experience of managing workload demands from different parties
- Demonstrable commitment to delivering excellent customer service
- Excellent written, verbal and telephony communication skills
- Able to respond to unplanned situations in a calm and capable manner.
- Experience of producing comprehensive information, statistics, reports and presentations
- The ability to prioritise workload within a dynamic environment
- Team player, with the ability to work on own initiative
- Committed to Equal Opportunities & anti-discriminatory practice

Desirable

- Experience of developing work processes / standard operating procedures
- Experience of working in or alongside an HR or Finance team
- Experience of using HR systems
- Experience of using IT rostering solutions

Part B

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

- Excellent IT skills particularly in using Microsoft Excel
- Confident and proficient working with numbers, with attention to detail skills
- Able to demonstrate a structured and logical approach to tasks and experience of managing workload demands from different parties
- Demonstrable commitment to delivering excellent customer service
- Excellent written, verbal and telephony communication skills
- Able to respond to unplanned situations in a calm and capable manner.
- Experience of producing comprehensive information, statistics, reports and presentations
- The ability to prioritise workload within a dynamic environment
- Team player, with the ability to work on own initiative
- Committed to Equal Opportunities & anti-discriminatory practice

Additional Requirements

- The job holder will be required to work Monday – Friday 8:00am – 1pm to support operational needs