**Person Specification**

**PA and Office Administrator (N4)**

# Part A

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

**Essential**

* A minimum of 1 years PA experience providing effective secretarial support, with the ability to maintain realistic and manageable diaries.
* Experience producing papers and agendas for meetings
* Experience in the taking and production of minutes for meetings.
* Proven ability to generate correspondence when required showing effective keyboard skills and command of the English language
* Able to demonstrate an organised, systematic and consistent way of working to meet strict deadlines, with the ability to use own initiative and deal with conflicting demands.
* Excellent customer care skills, committed to providing a quality service to all our customers and confidence to deal with difficult people face to face or by phone.
* To provide cover across the team when required.
* Self-motivated team player
* Committed to respect the confidential nature of the business
* Committed to Equalities and Diversity

**Desirable**

* Experience of the HR process within an organisation, to include recruitment, selection, and appointment of staff.
* Experience maintaining a sickness and absence system.
* Able to demonstrate successful completion of relevant courses
* Experience of providing timely and effective secretarial and admin support for the Governing body.

# Part B

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

* Use of Microsoft Office.
* Communication skills
* Approach to prioritising work to meet deadlines
* Approach to Customer Service
* IT skills.
* Maintaining confidentiality
* Approach to resolving challenging enquiries
* Understanding of the council’s Equality policy, applying this in the workplace and the effect on delivery of services to customers.

**Additional Requirements**

* Occupational health clearance
* Two references from current and previous employers (or education establishment if applicant not in employment)