



PERSON SPECIFICATION

Note to applicants

Whilst all points on the specification are important, 'D' is desirable.

Those marked 'E' (essential) are the key requirements. You should pay particular attention to these essential points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

Job Title: Admin Officer HM Coroners Service

Grade: 4

JE Reference: A11263

Directorate: Corporate Services

Service: HM Coroners Service

Experience

1. Proficient in using relevant IT (particularly Word, Excel, PowerPoint, email and Microsoft Teams). (E) A,I
2. Experience of working in and administration role in support of HM Coroners service (D) A,I
3. Experience in working effectively in an environment with high levels of work-related pressure with deadlines, interruptions, and work demands using own initiatives to prioritise workloads. (E) A,I
4. Proficient in using relevant IT (particularly Word, Excel, PowerPoint, email and Microsoft Teams). (E) A,I
5. Effectively handling complex information with complete confidentiality and discretion Experience of preparing documentation to a high standard. (E) A,I

Skills and Abilities

6. The ability to interpret written and verbal instructions in respect of recording and filing information – (E) A,I
7. The ability to carry out work in a logical sequence and to operate a variety of administrative systems – (E) A,I
8. To receive and respond to enquiries in a courteous, efficient manner (E) A,I
9. C – (E) A,I
10. Good command of the English language (E) A,I

11. Excellent interpersonal skills, and proven experience of dealing effectively, politely and diplomatically with a range of stakeholders, including bereaved people on phone and face to face. (E) A,I
12. Ability to work independently and as a member of a team. (E) A,I
13. Ability to work calmly and effectively when under pressure to establish priorities and to determine independently appropriate courses of action to a range of issues within timescales. (E) A,I
14. Ability to maintain a high level of personal organisation and attention to detail. (E) A,I
15. Excellent organisation skills with the ability to develop actions activities or events in co-ordination with diary commitments. (E) A,I

Education / Qualifications / Knowledge

The post holder must be educated to GCSE standard, including English language (E) A,I

The post holder must attend all internal H&S training relevant to the premises role (E) A,I

Other Requirements

Represent the service at directorate H&S committee meetings when required (E) A,I

Flexibility in responding to work demands and the requirements of the team and department. (E) A,I

Willingness to develop a working knowledge of the team and wider service. (E) A,I

Commitment to Equal Opportunities

Ability to understand and demonstrate commitment to equality and diversity. (E) A,I

Commitment to service delivery / customer care

Ability to be flexible and meet challenging and changing situations with a positive and optimistic attitude surrounding the services that are offered. (E) A,I

Key to methods of assessment

A = Application form; C = Certificate; E = Exercise; I = Interview; P = Presentation; T = Test; AC = Assessment centre

Relevant competencies and skills will be assessed during the assessment centre and throughout the interview process