

PERSON SPECIFICATION

JOB TITLE: Admin Assistant

GRADE: Grade 4 SCP 6-7

DIRECTORATE: Families and Wellbeing

SERVICE: Rapid Community Response Service / Assessment and Care Management Community Teams.

CRITERIA:

Experience – (required to do the job).

Experience of working within a busy office environment (E) A,I

Experience of working within an administrative/secretarial environment (E) A,I

Experience of working to a high standard with IT systems in particular word, excel and Outlook (E) A,I

Experience of preparing documentation to a high standard using the full range of word processing services (E) A,I

Skills and Abilities

Ability to minute take team meetings, briefings. (E) A,I

Ability to demonstrate a high level of customer services (E) A,I

Excellent interpersonal skills with the ability to work as a member of a team to complete tasks, activities or events in co-ordination with diary commitments. (E) A,I

Excellent IT skills including the ability to create and use spreadsheets and data bases utilising software packages to produce documentation to a high standard. (E) A,I

Ability to work on own initiative, with minimum supervision, to prioritise tasks and meet deadlines. (E) A,I

Ability to exercise flexibility in responding to conflicting work demands/requirements of the team and service. (E) A,I

Education/Qualifications/Knowledge

Educated to GCSE level or equivalent (E) A,I

High level of literacy and numeracy skills (E) A,I

Customer Services Qualification or other appropriate qualification (D) A,I

Other Requirements

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

Willingness to develop skills and knowledge (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 provide high levels of customer care, working with professionals from a wide range of partner services, maintaining a positive and optimistic attitude surrounding the services that are offered. (E) A,I

Ability to listen, record and relay verbal and written communication accurately. (E) A,I

Ability to work collaboratively with colleagues and to carry out the role effectively knowing when to seek help, support and advice, (E) A,I

NOTE TO APPLICANTS:

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

Methods of Assessment key

**A = application form, C = Certificate, E = Exercise, I = Interview,
P = presentation, T= Test, AC = assessment centre**