



Person Specification – Council Services Administration

| | Essential | Desirable | To be tested by: Application (A); Test (T); Interview (I) |
|---|-----------|-----------|--|
| Qualifications | | | |
| A to C in English & Maths at GCSE level or equivalent | Yes | | A |
| Level 2 Business Administration or equivalent | | Yes | A |
| Level 3 or A Level or equivalent | | Yes | A |
| Knowledge, Skills & Experience | | | |
| Excellent written and oral communication skills | Yes | | A, T & I |
| General administration and presentation skills | Yes | | A & I |
| Good working knowledge of Microsoft systems – particularly Outlook, Word and Excel | Yes | | A, T & I |
| Experience of updating posts/pages on Wordpress websites | | Yes | A & I |
| Excellent people skills – creating strong relationships with a wide variety of groups and individuals | Yes | | A & I |
| An ability to be calm under pressure and communicates effectively with all users of the building | Yes | | A & I |
| An ability to deal with tasks in an organised way – and as swiftly and effectively as possible | Yes | | A & I |
| An ability to work on your own initiative and be self-motivated | Yes | | A & I |
| A thorough approach to work – and a keen eye for detail | Yes | | A, T & I |
| Working in an office environment | Yes | | A & I |
| Experience of taking and managing bookings | | Yes | A & I |
| Experience of marketing properties and events | | Yes | A & I |
| Experience of tourism | | Yes | A |



Personal Attributes

Organisation.

You need to be able to think on your feet, organise a to-do list and prioritise tasks by the deadline

Time Management.

Multitasking and working under pressure can be prevalent so time management skills are vital. The ability to prioritise is fundamental to ensure the smooth running of the team.

Interpersonal skills.

Interpersonal skills such as oral communication, problem-solving and listening skills are essential in an administrative role. You will have to interact with colleagues, tenants, outside agencies and customers via telephone, face-to-face and virtually. Listening is important to accurately take messages and relay information to colleagues alongside handling customer queries and concerns

Customer Focus

In addition to communication, having a customer focused approach is a desirable quality for this position. When dealing with various customers on a daily basis you will need to be helpful and reliable in offering support to customers and ensuring they have a positive experience with the Council.

Assisting with the Cemeteries administration you need to have attentiveness and patience to help with handling customers who might be confused and frustrated. A desire to learn is also helpful to build your knowledge of the Council's services so you can assist with queries.