

## HAYLE TOWN COUNCIL

### Person Specification for Reception and Administration Officer

	<b>Essential</b>	<b>Desirable</b>
<b>Educational Qualifications</b>	<ul style="list-style-type: none"> <li>• 5 GCSE's Grade A-C including English and Maths or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate, administration or professional qualification or NVQ Level 2</li> <li>• Willingness to attend further training</li> </ul>
<b>Experience and Knowledge</b>	<ul style="list-style-type: none"> <li>• Experience of working in an office environment</li> <li>• Experience of working in a busy customer focussed organisation</li> <li>• Ability to work independently and as a member of a team</li> <li>• Ability to handle sensitive information and maintain discretion at all times</li> <li>• Ability to work effectively on your own or as part of a team</li> <li>• Ability to pay attention to detail</li> <li>• Possesses excellent organisational skills, including time management and the ability to prioritise effectively</li> <li>• Willing to undertake any additional required training, particularly Introduction to Local Council Administration ILCA.</li> </ul>	<ul style="list-style-type: none"> <li>• One year's experience of a range of reception and administrative work</li> <li>• Practical experience of using telephone network systems, including call forwarding to appropriate recipient and taking messages.</li> <li>• Practical experience of using social media</li> <li>• Practical experience of dealing with members of the public and responding to enquiries appropriately</li> </ul>
<b>Communication Skills</b>	<ul style="list-style-type: none"> <li>• Excellent oral and written communication skills, including an ability to relate to, and communicate with councillors, staff, members of the public and external agencies</li> </ul>	
<b>Information Technology</b>	<ul style="list-style-type: none"> <li>• Good typing and word processing skills</li> <li>• Experience and practical ICT skills including Windows, Word, Excel and the Internet</li> </ul>	
<b>Meetings</b>	<ul style="list-style-type: none"> <li>• Willingness to attend when</li> </ul>	<ul style="list-style-type: none"> <li>• Practical experience of</li> </ul>

	required (holiday cover for example)	committees and minute and report writing
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Shows integrity</li> <li>• Committed to service excellence</li> <li>• Cares about customers and colleagues</li> <li>• Has a can-do attitude</li> <li>• Enthusiastic</li> <li>• Resourceful and creative individual who can operate in a challenging environment</li> <li>• Confident, reliable and punctual</li> <li>• Friendly and professional approach</li> <li>• Ability to remain calm in challenging situations</li> <li>• A flexible approach to working weekends and evenings when necessary to coincide with events or meetings</li> <li>• Trustworthy</li> </ul>	<ul style="list-style-type: none"> <li>• Full driving licence and use of own vehicle</li> </ul>