

ALSAGER TOWN COUNCIL**PERSON SPECIFICATION****Admin Assistant**

ATTRIBUTES	REQUIREMENT	ESSENTIAL/DESIRABLE
EDUCATION AND QUALIFICATION		
What standard of general education does the work call for?	A good general education including GCSE's (or equivalent) in Maths and English.	Essential
	"A" level qualification in a relevant subject.	Desirable
What standard of technical or professional education does the work require (e.g. degree, diplomas, NVQs)?	ECDL or equivalent computer skills qualification.	Desirable
Full Driving Licence and insurance for business use	The role requires infrequent travel to training courses. Sometimes not within Alsager.	Desirable
PREVIOUS EXPERIENCE		
Local Government	Prior experience of working in Local Government administration.	Desirable
	Prior experience of working within a Town Council Committee Structure and understanding its administration.	Desirable
Administration	Prior experience of working in a busy office.	Essential
	General office admin duties such as:- Filing, post, stationery orders, reception.	Essential
Customer Service	Experience of working in a customer facing environment.	Essential
SKILLS AND KNOWLEDGE		

Good written and verbal skills	The role requires an ability to, and communicate with Councillors, staff, members of the public and external agencies.	Essential
Competent in using numbers	Numeracy is incorporated in a number of elements of the role.	Essential
Good inter-personal skills	Required to work collaboratively with other members of the admin team, communicating effectively, showing respect and cooperation.	Essential
Office	Knowledge of general office procedure and practice.	Essential
	Maintain clear and accurate computerised and manual records.	Essential
	Providing administrative support to a number of staff.	Essential
Competent in IT	A good working knowledge of Microsoft Word, Excel and Outlook are integral to the role.	Essential
	A broad knowledge of working with websites and social media.	Desirable
Organisational Skills	Highly organised working in a structured way and able to tackle a number of different tasks and duties at once.	Essential
An understanding of customer care	Prior experience of customer care. Being friendly and approachable and having a helpful and positive attitude. Ability to meet the needs of a diverse community.	Essential
ATTITUDES AND DISPOSITION		
Ability to work as part of a team	Working with all other departments and areas.	Essential

	Works effectively within the admin team to meet deadlines and objectives.	Essential
Use of own initiative	The Deputy Town Clerk is available for support and advice where required, but the post holder must be able to work on their own initiative.	Essential
	Be proactive, thinking and acting ahead.	Essential
Integrity	High levels of personal integrity and confidentiality, who displays respect, empathy and honesty through a consistent approach.	Essential
Reliability	Must be reliable and have a high level of commitment to the post, its requirements and the quality of service it provides.	Essential
	Excellent record of attendance and punctuality	Essential
Flexibility	Some training courses that the post holder may be required to attend may be held on non standard working days and the post holder should have flexibility to attend if required to do so.	Essential
Positive approach and 'can do' attitude	An enthusiastic and pro-active approach to work, leading by example.	Essential