

PERSON SPECIFICATION

JOB TITLE: Admin Officer
GRADE: 4
PREPARED BY: Helen Poynter

DEPARTMENT: Business Support - Childrens
POST NO: 45008373
DATE: October 2012

E = ESSENTIAL D = DESIRABLE		SOURCE OF EVIDENCE - APPLICATION = A TEST = T INTERVIEW = I	
	1. EXPERIENCE, direct work experience, other relevant experience.	W =5	
E	Considerable administrative experience, to include customer contact		A/I
D	Basic experience of supervising staff		A/I
E	Experience of providing support to a number of managers within a team environment including organising and minuting complex and sensitive meetings		A/I
	2. KNOWLEDGE, without which the job cannot be done effectively.	W =4	
E	Up to date and relevant knowledge of administrative and secretarial practices and procedures		A/I
E	Excellent knowledge of Microsoft Office Systems including Word, Excel, Outlook and Calendar, PowerPoint		A/I/T
D	Knowledge of the work and areas covered by social care on the Isle of Wight		A/I
	3. SKILLS & ABILITIES, Essential/Capable of doing, Desirable/Able to train.	W =5	
E	High speed, accurate word-processing and keyboard skills		A/I
E	Ability to work effectively within a team and to work under pressure prioritising workloads and handling changing priorities showing an ability to be flexible and adaptable		A/I
E	Ability to work under minimum supervision, to make decisions act on own initiative and use good organisational skills		A/I
E	Ability to utilise effectively a variety of IT packages including Microsoft Office		A/I
E	A professional and polite telephone manner with a focus on Customer Care showing an awareness and understanding of customer needs		A/I
E	Good communication skills and both verbal and written.		A/I
	4. QUALIFICATIONS, TRAINING & EDUCATION, also identify training to be given. W =3		
E	BTEC National / A levels or equivalent / NVQ Level 3		A/I
E	Four GCSEs Grade A – C or equivalent including Maths and English		A/I
D	RSA III typing qualification, ECDL or equivalent		A/I
D	IAM Diploma / NVQ Level 4 or equivalent		A/I
	5. PERSONALITY, SOCIAL SKILLS, Relationships, thinking style, disposition. W =3		
E	The ability to communicate effectively at all levels with the public, staff, Members and other agencies on sensitive and personal issues		I
E	Must be able to operate in a highly confidential and professional manner at all times.		A/I
	6. OTHER FACTORS, Physical, Mobility, Availability, Conditions, etc. W =		A/I
E	Must present a positive image of the Isle of Wight Council		
E	Must be able to work in more than one location.		
	CONTRA INDICATIONS, if any W =		A/I
			A/I