# Person Specification

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| **Attributes** | **Essential Criteria** | **Desirable Criteria** |
| Education and Qualifications | 5 GCSE’s, Grade C or above, or equivalent, including Maths and English |  |
| Experience and Knowledge | Experience of dealing with customers and members of the public  Ability to organise workload and meet targets  Ability to maintain computerised and manual filing systems ensuring accuracy of the information recorded  Ability to work on own initiative with minimal supervision | Experience of mapping tools  Experience of iDox Uniform |
| Ability and Skills | Good oral and written communication skills  Ability to communicate at all levels through a range of media (telephone, letter, email, face to face)  Good computer literacy in Microsoft Word and Excel, and e-mail, with evidence of proficient and accurate  keyboard skills  Good organisational skills with the ability to meet tight deadlines whilst maintaining attention to detail.  An effective team player to provide a quality service to customers  A flexible, accurate and analytical approach  Fluent in English |  |
| Equal Opportunities | Awareness and understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs |  |
| Additional Factors |  | Driving Licence |