# 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 publicAbility to organise workload and meet targetsAbility to maintain computerised and manual filing systems ensuring accuracy of the information recordedAbility to work on own initiative with minimal supervision | Experience of mapping toolsExperience of iDox Uniform |
| Ability and Skills | Good oral and written communication skillsAbility 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 accuratekeyboard skillsGood organisational skills with the ability to meet tight deadlines whilst maintaining attention to detail.An effective team player to provide a quality service to customersA flexible, accurate and analytical approachFluent in English |  |
| Equal Opportunities | Awareness and understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs |  |
| Additional Factors |  | Driving Licence |