**North Northants Council – Person Specification**

The ideal candidate will be able to demonstrate the following skills, knowledge and experience

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | Skills, Knowledge, Experience etc | **Essential / Desirable** | **Method of Assessment** |
| Education / Qualifications | Good Basic education at GCSE level or Equivalent incl English and Maths  | E | Application  |
| First Aid Qualification  | D | Application  |
| Experience  | Previous experience working in a busy office as part of a team  | E | Application  |
| General clerical & administrative duties | E | Application/interview  |
| Experience of working with the Elderly/Sheltered Housing Residents and/or care work | D | Application/Interview  |
| Skills  | Good Customer Service and Communication Skills  | E | Interview |
| Excellent Telephone Manner  | E | Application/Interview  |
| Able to prioritises daily tasks and ensure tasks are completed on time  | E | Application  |
| Good IT Skills  | E | Application  |
| Ability   | Ability to remain calm under pressure | E | Interview  |
| Ability to tactful and diplomatic | E | Application/Interview  |
| Commitment to Equality and Diversity  | E | Application  |
| Flexible approach and committed to improving services  | E | Interview  |
| Driving Licence  | E | Application  |