**North Northants Council – Person Specification**

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

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| **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 |