

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
GCSE	General Education to GCSE standard with an A-C grade in English & Maths or equivalent standard.	E
IT Qualified	CLAIT/IBT2/RSA/ECDL	D
NVQ/or other qualification	Business Administration	D

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
<b>Knowledge</b>		
Demonstrable experience of working in a business support environment.		E
Some knowledge and understanding of any relevant legislation appropriate to key area of service expertise	Knowledge and understanding of GDPR, Data Protection	E
Understanding of customer care principles	Demonstrable track record of dealing with the public in a positive and sensitive way	E
Knowledge of effective communication principles	Communication methods to a wide range of audiences	D
Knowledge of Cambridgeshire County Council policies and procedures		D
<b>Skills</b>		
IT skills	IT skills, sufficient for accurate data inputting, effective record management, producing letters and other documents, and providing statistical information	E
Good interpersonal, listening and communication skills	Evidence of ability to provide a sensitive and personalised service to clients and to maintain good working relationships with others teams and partners.	E

Good organisational and administrative skills	Able to plan and organise in the most effective way, managing own priorities and leading others.	E
Ensures targets and deadlines are met	Prioritises to meet deadlines whilst maintaining good standards	E
Numeracy	Able to work accurately with financial and numerical information.	E
Resilience	Ability to work in a challenging and demanding environment	E
Positive approach to change	Able to approach change positively	E
Interpret and explain complex issues	Able to communicate clearly and concisely to a variety of audiences, internally and externally by a variety of methods.	D
Decision making	Ability to make decisions and provide advice to managers regarding decisions required	D
Committed to ongoing personal and role development	Can evidence personal development	D
<b>Experience</b>	Give an idea of the type and level of experience required <b>do not</b> specify years of experience.	
Administrative experience	Office administrative experience Experience of working in an environment where attention to detail is very important.	E
Experience of using spreadsheets, databases, word processors, and a range of computer applications		E
Record keeping	Ability to maintain accurate data.	E
Experience of stakeholder working	Experience in working across services and/or with external services	D
Experience of working with financial systems and records	Experience of working with finance systems and keeping accurate financial records	D
Experience of working in the local authority sector		D

### Disclosure level

What disclosure level is required for this post?	None ✓	Standard
	Enhanced	Enhanced with barred list checks

### Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed	Flexible✓	Field	Home
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