

HAYLE TOWN COUNCIL



Person Specification for Reception and Administration Officer

	Essential	Desirable
Educational Qualifications	<ul style="list-style-type: none"> • 5 GCSE's Grade A-C including English and Maths or equivalent 	<ul style="list-style-type: none"> • Appropriate, administration or professional qualification or NVQ Level 2 • Willingness to attend further training
Experience and Knowledge	<ul style="list-style-type: none"> • Experience of working in an office environment • Experience of working in a busy customer focussed organisation • Ability to work independently and as a member of a team • Ability to handle sensitive information and maintain discretion at all times • Ability to work effectively on your own or as part of a team • Ability to pay attention to detail • Possesses excellent organisational skills, including time management and the ability to prioritise effectively • Willing to undertake any additional required training, particularly Introduction to Local Council Administration ILCA. 	<ul style="list-style-type: none"> • One year's experience of a range of reception and administrative work • Practical experience of using telephone network systems, including call forwarding to appropriate recipient and taking messages. • Practical experience of using social media • Practical experience of dealing with members of the public and responding to enquiries appropriately
Communication Skills	<ul style="list-style-type: none"> • Excellent oral and written communication skills, including an ability to relate to, and communicate with councillors, staff, members of the public and external agencies 	
Information Technology	<ul style="list-style-type: none"> • Good typing and word processing skills • Experience and practical ICT skills including Windows, Word, Excel and the Internet 	
Meetings	<ul style="list-style-type: none"> • Willingness to attend when 	<ul style="list-style-type: none"> • Practical experience of

	required (holiday cover for example)	committees and minute and report writing
Personal Qualities	<ul style="list-style-type: none"> • Shows integrity • Committed to service excellence • Cares about customers and colleagues • Has a can-do attitude • Enthusiastic • Resourceful and creative individual who can operate in a challenging environment • Confident, reliable and punctual • Friendly and professional approach • Ability to remain calm in challenging situations • A flexible approach to working weekends and evenings when necessary to coincide with events or meetings • Trustworthy 	<ul style="list-style-type: none"> • Full driving licence and use of own vehicle