

## PERSON SPECIFICATION

<b>Job Title</b>	Temporary Information Governance Administrative Support Officer	<b>Job Number</b>	
<b>Directorate</b>	Corporate Services	<b>Location</b>	Deanes or remote working
<b>Completed By</b>	Legal Services Manager	<b>Date</b>	July 2021

<b>Criteria</b> <i>(insert/delete rows as required)</i>	<b>Indicate by ✓</b>		<b>Measured By</b>
	<b>Essential</b>	<b>Desirable</b>	
<b>Qualifications and Experience</b> Academic, technical and professional			
• 5 GCSE/O Level passes A-C or equivalent, including English and Maths	✓		Certificate
• Experience in a service orientated environment		✓	Application/Interview
• Good telephone manner with a clear speaking voice	✓		Application/Interview
• Excellent communication skills and empathy with the ability to build rapport with the client and external customers	✓		Application/Interview
• Being flexible and adaptable	✓		Application/Interview
• Having a desire to help others and be able to deal with all types of people	✓		Application/Interview
<b>Skills and Competencies</b>			
• Ability to work well in a team	✓		Application/Interview
• Excellent listening skills	✓		Application/Interview
• Conscientious, attention to detail and accuracy with speed in all tasks even those which are repetitive	✓		Application/Interview
• A good level of stress tolerance and resilience, as well as good listening, organisational and problem-solving skills.	✓		Application/Interview
• Reliability	✓		Application/Interview

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Criteria <i>(insert/delete rows as required)</i>	Indicate by ✓		Measured By
	Essential	Desirable	
<ul style="list-style-type: none"> <li>Ability to work on own initiative and manage own time effectively</li> </ul>	✓		Application/Interview
<ul style="list-style-type: none"> <li>Understanding of the need for confidentiality and compliance with service regimes</li> </ul>	✓		Application/Interview
<ul style="list-style-type: none"> <li>Ability to work under pressure in busy periods and multi task</li> </ul>	✓		Application/Interview
<ul style="list-style-type: none"> <li>To act in a professional manner, be courteous, and helpful to others</li> </ul>	✓		Application/Interview
<ul style="list-style-type: none"> <li>Able to use behaviours which demonstrate commitment to the councils values</li> </ul>	✓		Application/Interview
<b>PC/Computer Literacy</b> Job content relating to this			
<ul style="list-style-type: none"> <li>Good proficiency and navigation skills on PC, including the internet</li> </ul>	✓		Application/Interview
<ul style="list-style-type: none"> <li>Good proficiency in Microsoft Office, especially Outlook, Word and Excel</li> </ul>	✓		Certificate/Application/Interview
<ul style="list-style-type: none"> <li>Excellent keyboard skills</li> </ul>	✓		Certificate/Application/Interview
<b>Circumstances</b> Location, flexibility and mobility; other circumstances specific to the job			
<ul style="list-style-type: none"> <li>Post holders will be required to work up to 37 hours per week under the councils flexi system</li> </ul>	✓		
<ul style="list-style-type: none"> <li>Post holders may be required to work within the office for part of the week</li> </ul>	✓		
<ul style="list-style-type: none"> <li>To ensure that service delivery complies with current regulations, accepted professional standards, the council's policies and procedures and appropriate legislation (including legislation on equalities, health and safety and safeguarding children and vulnerable adults)</li> </ul>			