

## PERSON SPECIFICATION

<b>Job Title</b>	Executive Assistant	<b>Job Number</b>	
<b>Directorate</b>	Borough Services	<b>Location</b>	Customer Services
<b>Completed By</b>	Customer Services Manager	<b>Date</b>	January 2019

<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			
• GCSE/GCE in Maths and English, and education to 'A' Level/Level 3	✓		Certificate
• Advanced IT skills	✓		Certificate
• Plain English Diploma or equivalent		✓	Certificate
<b>Work Experience &amp; Attainments</b> Previous work experience relevant to the job			
• Minimum of 5 years secretarial experience at executive level	✓		Application / Interview
• Ability to manage several diaries and email accounts	✓		Application / Interview
• Excellent communication skills and empathy with the ability to build rapport with the customer	✓		Application / Interview
• Proven ability to organise; time management and personal workload planning	✓		Application / Interview
• Proven ability to cope under extreme pressure whilst remaining focussed and calm	✓		Application / Interview
• Knowledge of local government environment		✓	Application / Interview
• Being flexible and adaptable	✓		Application / Interview

## PERSON SPECIFICATION

<b>Skills and Competencies</b>			
• Emotional intelligence	✓		Application / Interview
• An eye for detail with a systematic approach to work plus the ability to produce accurate work when under pressure	✓		Application / Interview
• Exceptional communication and collaboration skills	✓		Application / Interview
• Agile in relation to change, showing willingness and adaptability	✓		Application / Interview
• Ability to prioritise workload effectively, working on own initiative or as part of a team	✓		Application / Interview
• Proactive and self motivated with an ability to take direction	✓		Application / Interview
• Ability to identify areas of improvement	✓		Application / Interview
• Proven ability to communicate with executives, peers, the public and others via all all types of communication including face to face	✓		Application / Interview
• Understanding of the need for confidentiality and compliance	✓		Application / Interview
• The high public profile of the post requires a high level of professionalism, courtesy, tact and diplomacy	✓		Application / Interview
<b>PC/Computer Literacy</b>			
Job content relating to this			
• Excellent computer skills – fluency in the Microsoft suite, especially Word, Excel and Outlook	✓		Application / Interview
• RSA III typing or higher WP qualification or equivalent experience	✓		Application / Interview
<b>Circumstances</b>			
Location, flexibility and mobility; other circumstances specific to the job			
• Required to work 37 hours per week	✓		Application / Interview
• May be required to attend external meetings to take minutes	✓		Application / Interview



## PERSON SPECIFICATION

<ul style="list-style-type: none"><li>• May be required to work outside normal office hours</li></ul>	✓		Application / Interview
<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>	✓		Application / Interview