

Recruitment person specification

Post being recruited for: Clerical Assistant (Achievement Awards)

Our Behaviours

These apply to all posts

Respect

Integrity

Flexibility

Person specification

Category

Essential

Desirable (not every post needs desirable requirements)

Experience

- Experience of providing administrative support.

Knowledge, skills and understanding

- Knowledge and experience of systems and processes to ensure the smooth and effective administration of achievement awards
- Ability to work positively as part of a team, contributing to service improvements and delivery
- Ability to share information with colleagues in other departments, communicating information clearly through written and verbal methods
- Ability to handle a variety of administrative tasks working to deadlines

- Ability to handle multiple financial transactions across different sales platforms (cash, online, phone) in line with council procedures
- Knowledge of order and receipting goods through a procurement system.

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|------------------------------------|---|--|
| Qualifications and training | <ul style="list-style-type: none"> SVQ Level 3 or equivalent and experience of using IT and software systems such as Microsoft Word, Excel and internet. | <ul style="list-style-type: none"> Knowledge of The Duke of Edinburgh Award, Junior Award Scheme for Schools and John Muir Award. |
| Job specific requirements | | |

Competencies & Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

Customer focused

- Is respectful and courteous to customers/clients
- Understands and resolves customer/clients' needs
- Takes opportunities to improve customer/client services
- Is aware of service levels expected and strives to meet them
- Seeks and acts on feedback from customers/clients
- Supports others when dealing with customers/clients.

Works Effectively with others

- Treats others in a fair and equal manner
- Considers and respects other people's ideas/opinions
- Co-operates with others in the workplace
- Adapts own views and ideas for the good of the team
- Goes out of their way to help others.

Managing change

- Is willing to try new or different ways of working
- Displays a flexible attitude to duties and responsibilities
- Reprioritises own work when deadlines are changed
- Helps others to adapt to change.

Taking Ownership and Responsibility

- Manages own time effectively and works productively
- Responds positively to feedback and takes appropriate action
- Ensures own knowledge and skills are sufficient for the job
- Considers how own behaviour affects others and changes accordingly
- Recognises and acts when something needs to be done

Communicating Effectively

- Listens carefully and asks questions if understanding is unclear
- Uses simple and clear language
- Seeks advice when necessary
- Provides clear and accurate information
- Uses appropriate body language and eye contact.

**Planning and
Decision Making**

- Works in a planned and organised way
- Follows instructions and procedures
- Understands what decisions can be taken within own duties and makes them when required
- Takes account of available resources when planning own work activities.