

PERSON SPECIFICATION – Administrator (Part-time – 20 Hours)				
KEY REQUIREMENTS	JOB	ESSENTIAL	DESIRABLE	TESTING MECHANISM
QUALIFICATIONS				
Good general education		✓		Interview
Maths qualification		✓		Interview
English qualification		✓		Interview
EXPERIENCE				
Working with people or with the general public in a customer services environment		✓		Interview
KNOWLEDGE				
Knowledge of health and safety and equal opportunities requirements in a public service/ customer focused environment		✓		Interview
SKILLS				
Good communication skills, both verbal and written		✓		Interview
PERSONAL QUALITIES				
An enthusiasm for customer care and the self-confidence to deal with people at all levels in a professional manner		✓		Interview
Reliable, with commitment to a flexible working hours pattern to meet the demands of the service		✓		Interview
The ability to respond to and deal with difficult situations in a calm manner		✓		Interview
Lone working		✓		Interview
OTHERS				
Willingness to work at any of Enderby Parish Council's Premises		✓		Interview