

PERSON SPECIFICATION

JOB TITLE: Team Administrator

DEPARTMENT: Children and Families

GRADE: 5

POST NO:

PREPARED:

DATE:

E = ESSENTIAL D = DESIRABLE		SOURCE OF EVIDENCE - APPLICATION = A - TEST = T - INTERVIEW = I
	1. EXPERIENCE, direct work experience, other relevant experience.	W = 5
E	Considerable administrative experience, to include customer contact	A/I
E	Experience of providing support to a number of people within a team environment including organising and minuting complex and sensitive meetings	A/I
	2. KNOWLEDGE, without which the job cannot be done effectively	W = 4
E	Up to date and relevant knowledge of administrative practices and procedures	A/I
E	Excellent knowledge of Microsoft Office Systems including Word, Excel, Outlook and Calendar, PowerPoint	A/I/T
D	Knowledge of the work and areas covered by the Children and Families branch on the Isle of Wight	A/I
	3. SKILLS & ABILITIES, essential/capable of doing, desirable/able to train	W= 5
E	High speed, accurate word-processing and keyboard skills	A/I/T
E	Ability to work effectively within a team and to work under pressure prioritising workloads and handling changing priorities showing an ability to be flexible and adaptable	A/I
E	Ability to work under minimum supervision, to make decisions act on own initiative and use good organisational skills	A/I
E	Ability to utilise effectively a variety of IT packages including Microsoft Office	A/I/T
E	A professional and polite telephone manner with a focus on Customer Care showing an awareness and understanding of customer needs	A/I
E	Good communication skills and both verbal and written.	A/I
	4. QUALIFICATIONS, TRAINING AND EDUCATION, also identify training to be given.	W =3
E	BTEC National / A levels / NVQ Level 3 or equivalent	A
E	Four GCSEs Grade A – C or equivalent including Maths and English	A
D	RSA III typing qualification, ECDL or equivalent	A/T
D	IAM Diploma / NVQ Level 4 or equivalent	A
	5. PERSONALITY, SOCIAL SKILLS, relationships, thinking style, disposition.	W =5
E	The ability to communicate effectively at all levels with the public, staff, Members and other agencies on sensitive and personal issues, and build effective relationships	A/I
E	Must be able to operate in a highly confidential and professional manner at all times.	A/I
E	Be resilient and able to deal with sensitive and upsetting information; evidencing personal mechanisms in place to manage the impact.	A/I/T
E	Able to work under pressure and to strict deadlines.	A/I
	6. OTHER FACTORS, physical mobility, availability, conditions etc.	

E	Must present a positive image of the Isle of Wight Council	I
E	Must be able to work in more than one location.	A/I
	Responsibility for safeguarding and promoting the welfare of children and young people.	