

## DATCHET PARISH COUNCIL

### PERSON SPECIFICATION

#### Job Title: Administration Clerk

Key Requirements		Desirable	Essential
Qualifications	<ul style="list-style-type: none"> <li>▪ Good general education. 5 GCSEs or equivalent including Maths and English</li> <li>▪ HND in Business Administration or a related field, or Level 3 Diploma in Business and Administration</li> <li>▪ Have the Certificate in Local Council Administration (CILCA)</li> <li>▪ Be prepared to obtain CILCA (if not qualified)</li> </ul>	    	    
Experience and Knowledge	<ul style="list-style-type: none"> <li>▪ Previous experience in a similar role</li> <li>▪ Experience of working in a public facing role</li> </ul>	  	  
Key Skills	<ul style="list-style-type: none"> <li>▪ Able to work in a small team or alone</li> <li>▪ Strong time-management skills and the ability to work without supervision and on own initiative and complete tasks</li> <li>▪ Confidence in dealing with unexpected and difficult situations and people</li> <li>▪ Solid knowledge of computers, office equipment and a confident user of Word, Excel, Outlook and the Internet</li> <li>▪ Have website and social media (including Facebook / Twitter) skills</li> <li>▪ Excellent time management</li> <li>▪ Methodical working approach with high levels of accuracy and attention to detail</li> <li>▪ Good writing skills that include correct spelling and grammar</li> <li>▪ Good organisational skills for tasks such as filing and scheduling</li> <li>▪ Excellent communication skills in order to facilitate effective communication within an office</li> <li>▪ Awareness of policy relating to GDPR</li> </ul>	          	          
Personal Qualities	<ul style="list-style-type: none"> <li>▪ Excellent customer service both skills face to face communication and telephone manner</li> <li>▪ Well organised</li> </ul>	  	  

	<ul style="list-style-type: none"> <li>▪ Good at multitasking, as multiple parties or duties may require their attention at any given time</li> <li>▪ A willingness to learn and take responsibility for own personal development</li> <li>▪ Pro-active and innovative approach to work</li> </ul>		<p>✓</p> <p>✓</p> <p>✓</p>
Other	<ul style="list-style-type: none"> <li>▪ Willingness to work flexible and unsocial hours</li> </ul>		<p>✓</p>