

Person Specification

Corporate Services Team Assistant

Knowledge, Skills, Experience	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Educated to Higher level (or equivalent), or equivalent experience 	
Industry Experience	<ul style="list-style-type: none"> A minimum of one years' relevant experience in a general clerical and/or administrative support role 	<ul style="list-style-type: none"> Experience of either contract administration, records management, HR administration and/or facilities management
Specialist Knowledge		<ul style="list-style-type: none"> Working with complaint handling systems Health and safety experience
Technical Skills	<ul style="list-style-type: none"> Excellent knowledge of IT packages including Microsoft Word and Excel 	<ul style="list-style-type: none"> Experience of using office equipment such as telephony systems, document scanners, franking, multi-function devices, laptops, and/or case management information systems, etc.
Job Holder Competencies		
Planning and organising	<ul style="list-style-type: none"> Plans ahead, setting relevant, realistic goals Effectively balances competing priorities Routinely reviews targets/goals and takes appropriate action to ensure results are achieved Manages time economically and efficiently Anticipates, identifies and minimises problems 	
Effective communication and managing relationships	<ul style="list-style-type: none"> Tailors communication method and style to suit audience Uses plain language and avoids jargon. Is articulate and communicates promptly and clearly Listens actively and checks for clarification and mutual understanding Shows respect and empathy for others view point Expresses disagreement or challenges views calmly, constructively and tactfully Works hard to build and maintain networks that provide mutual benefit and support 	
Delivering excellent service	<ul style="list-style-type: none"> Promotes and projects a positive image of the organisation Works hard to understand stakeholders' views and communicate our remit and responsibility Delivers on time and to the agreed level of quality Recommends improvements to enhance quality of service 	
Working together and valuing difference	<ul style="list-style-type: none"> Supports and co-operates with colleagues Shares information openly and readily Consistently acts towards others with integrity, professionalism, sensitivity and respect Treats others fairly, openly and consistently Shares responsibility for achieving team goals and works flexibly to achieve them 	
Being open and adaptable	<ul style="list-style-type: none"> Takes responsibility for identifying and auctioning new initiatives Responds quickly and positively to change and encourages colleagues to do the same 	

Developing self and others	<ul style="list-style-type: none">• Personally responsible for building up own experience and filling knowledge gaps• Shows determination to develop self by seeking new challenges/stretching goals• Embraces constructive feedback and challenges others thinking
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