



WEST LANCASHIRE BOROUGH COUNCIL

PERSON SPECIFICATION

Job Title: Centre Administration Assistant	Grade: Scale 4	
Directorate: Development & Regeneration	Section: Investment Centre	
Service: Estates and Valuation		
Requirements <i>(on the basis of the job description)</i>	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), presentation (P)
Qualifications		
A good standard of education to include a minimum GCSE Grade 'C' (Grade 4-9) or equivalent in English and Maths.	E	AF/I
GCSE ICT at Grade 'C' (Grade 4-9) or above (or equivalent)	D	AF/I
Experience		
Experience of carrying out administrative duties, working in a front-line customer facing role.	D	AF/I
Experience of using MS Office software packages.	E	AF/I
Knowledge/Skills/Abilities		
Able to demonstrate excellent interpersonal skills and a positive approach at all times.	E	AF/I
Good organisational and administrative skills with the ability to be flexible and to remain calm under pressure.	E	AF/I
Accurate keyboard skills with the ability to use MS Office software and to operate IT and telephone equipment effectively.	E	AF/I/T
Able to work flexibly and collaboratively as part of a team but also on own initiative.	E	AF/I
Able to adapt to a variety of tasks, prioritising according to workload.	E	AF/I
Able to work to a high level of accuracy and capable of effectively multi-tasking.	E	AF/I
Excellent written and oral communication skills.	E	AF/I
Dedication to providing excellent customer service in a professional manner at all times.	E	AF/I
Other (including special requirements)		
1. Commitment to Equality	E	AF/I
2. Commitment to Health & Safety	E	AF/I
3. Satisfactory Baseline Personnel Security Standard Check	E	Document Checks (includes Basic DBS)
4. The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	E	AF/I
Prepared by: G. Kinloch	Date: 30 November 2018	
Approved by: R. Kneale	Date: 30 November 2018	