

PERSON SPECIFICATION

Job Title: Team Support Officer

Directorate & Section/Unit: People Directorate/Provider Services/Homecare

Salary Grade: Scale 3

WCC Management Level: Frontline staff

EXPERIENCE:

It is **essential** that the post holder has:

- Considerable experience of working in an administrative role within a busy team environment.
- Demonstrable experience of setting up computer based systems and using electronic filing systems
- Considerable experience of prioritising workload
- Experience of working on their own initiative
- Considerable experience of inputting and extracting data from bespoke databases.
- Demonstrable experience of diary management.
- Demonstrable experience of dealing with enquiries from a wide range of people.

It is **desirable** that the post holder has:

- Experience of using Microsoft PowerPoint and maintaining finance IT systems
- Experience of using telephony systems

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Considerable knowledge of using Microsoft Office packages including Word, Excel and Outlook
- The ability to produce work within deadlines
- Clear, concise oral and written communication skills
- Ability to remain calm and polite under pressure
- Ability to resolve problems and work on own initiative
- Ability to extract and convey information to nominated members of the team and disseminate information as required
- Ability to recognise and have strict regard for confidential matters
- An ability to effectively and sensitively liaise, communicate, establish and develop links with a wide range of people including staff members, managers, service users and external organisation representatives.
- A commitment to accuracy and quality

It is **desirable** that the post holder has:

- An ability to produce concise statistical data and compile reports for team managers

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- Educated to GCSE standard or equivalent in English and Mathematics
- IT training including Microsoft packages

It is **desirable** that the post holder has:

- A formal administrative qualification (NVQ Level 3 or equivalent)
- ECDL or equivalent

ADDITIONAL INFORMATION:

It is **essential** that the post holder has:

- An understanding of and commitment to equality of opportunity

It is **desirable** that the postholder is:

- Prepared to travel to locations throughout the County

Author: M Price

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