

## PERSON SPECIFICATION

**Job title: Support Services Officer (Reception)**

**Directorate: Corporate Strategy**

**Completing your application form** – Those criteria marked with a star ☆ below will be assessed from your application form and will determine (along with your CV) which candidates are shortlisted for interview. You are advised to ensure that you demonstrate on your application form how you meet each of these criteria, giving examples of specific experience.

Requirements & Criteria	Essential/ Desirable	Criteria marked with a star will be assessed from your application form.
<b>Knowledge/Experience</b>		
Experience of working with the general public and handling a wide range of enquiries.	E	☆ - Essential 1
Experience of dealing with planning enquiries.	D	☆ - Desirable 1
Delivering a high quality administration service in a highly pressurised environment, including experience of co-ordinating events/meetings, making travel arrangements, preparing briefing papers/minutes for such events and meetings.	E	☆ - Essential 2
Experience of providing excellent customer service, internally and externally, experience of defusing difficult situations and dealing sensitively with aggrieved clients and their complaints.	E	☆ - Essential 3
Experience of using systems and spreadsheets to manage processes	E	☆ - Essential 4
Administering financial processes including cash handling in line with standard guidelines.	D	☆ - Desirable 2
Understanding the ethos of the National Park	D	
<b>Education/Qualifications</b>		
Grade C or above GCSE Maths and English or equivalent OR proven competence in these areas.	E	☆ - Essential 5
NVQ in Administration and/or IT	D	
<b>Skills/Abilities</b>		
IT skills - ability to use all standard Microsoft Office applications to a high standard.	E	
Ability to organise effectively and prioritise own workload in order to meet competing deadlines, working flexibly when required.	E	☆ - Essential 6
Ability to take notes and maintain accurate records.	E	
Good interpersonal skills with the ability to deal with people sensitively and appropriately to their diverse needs ensuring confidentiality at all times.	E	
Excellent telephone manner with the ability to communicate effectively at all levels in the organisation and with external contacts.	E	
Ability to work independently and as part of a team, seeking advice where appropriate.	E	☆ - Essential 7