

**Liskeard Town Council**

**Person specification for Admin Assistant Facilities Team**

<b>Attribute</b>	<b>Essential</b>	<b>Desirable</b>	<b>How Identified</b>
<b>Relevant experience</b>	<p>Experience in a customer facing / service industry.</p> <p>Experience in an office based administration function</p> <p>A good working knowledge of Microsoft Office products including databases</p>	<p>Experience in a similar local government role</p> <p>Experience in a property management environment</p> <p>Experience in a venue hire environment</p> <p>Knowledge of RBS Rialtas accounting software or similar</p>	<p>Application Form</p> <p>Interview</p>
<b>Education &amp; Training</b>	<p>Basic educational standard including Maths and English</p> <p>Relevant work experience and training</p>	<p>Higher level education.</p> <p>Vocational qualifications</p> <p>First Aid Certificate</p> <p>Knowledge of GDPR</p> <p>Safeguarding experience</p>	<p>Application Form</p> <p>Certificates</p> <p>Interview</p>
<b>Special Knowledge &amp; Skills</b>	<p>Customer care and interpersonal skills</p> <p>Confident telephone manner</p> <p>Accuracy</p> <p>Listening skills – quickly identifying customer needs</p>		<p>Application Form</p> <p>Interview</p> <p>Interview</p>

<b>Additional attributes</b>	Self motivated, enthusiastic and positive 'can do' attitude  Team player with ability to work on own initiative  Highly observant and good attention to detail  Good people skills – customer focused  Ability to work under pressure and solve problems  Good time management  Discrete and trustworthy		Interview  References
------------------------------	--	--	-----------------------------