

Liskeard Town Council

Person specification for Admin Assistant Facilities Team

Attribute	Essential	Desirable	How Identified
Relevant experience	<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>
Education & Training	<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>Health & Safety and COSH training</p> <p>Safeguarding experience</p>	<p>Application Form</p> <p>Certificates</p> <p>Interview</p>

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