

The factors below should only be included if they are essential to allow the main responsibility of the job to be completed effectively. Where a factor is not essential but desirable this should be clearly indicated. Essential criterion = required at point of recruitment. Desirable criterion = can be developed over time.

Factor	Essential	Desirable	Method of Assessment
<p><b>Qualifications :</b> (This should include any qualifications that are legally or professionally required in order to practice in a profession)</p>	<p>Good General education</p> <p>Driver's license</p>	<p>'A' levels or equivalent</p>	<p>Application form</p>
<p><b>Knowledge and Skills:</b> (Level of knowledge and/or skills required to enable a person to carry out the job. It recognises that knowledge and skills can be acquired through practical work and learning on-the-job as well as by formal education or training)</p>	<p>Computer literate, in particular on Word, Outlook, Excel</p> <p>Excellent word-processing skills.</p> <p>Effective written and verbal communications skills.</p> <p>Work effectively with others to accomplish organisational goals.</p> <p>Self-motivated, demonstrating drive, enthusiasm and determination.</p> <p>Ability to learn quickly.</p>		<p>Interview and application form</p>
<p><b>Experience:</b> (Where experience is considered as necessary the length of experience should not normally be stated as it will demonstrate quantity and not quality. However, for some technical and senior roles it may be necessary to state a minimum period of experience as an indication of exposure in the necessary field of work)</p>	<p>Experience of providing administration support</p> <p>Experience of team working</p> <p>Experience of working in an environment where attention to detail and accuracy of work are essential</p>	<p>Experience of working in social housing or within a legal team in the private or public sector</p> <p>Experience of dealing with the public</p>	<p>Interview and application form</p>

<p><b>Judgment/ Decision Making:</b> (Skills needed to make decisions and their frequency. Includes degree of decision making required)</p>			
<p><b>Customer Care/Interpersonal Skills:</b> (Degree of ability required in dealing with others both within and outside the Company as part of the job including extent of contacts and the nature of interpersonal skills required)</p>	<p>Ability to provide an excellent customer service to external and internal customers</p> <p>Ability to consult with and listen closely to others.</p>		<p>Interview and application form</p>
<p><b>Service Development/Finding Solutions:</b> (Degree of ability required in making continuous improvements taking into account responsibility for devising and/or implementing new methods, procedures, programmes etc. Includes finding solutions to problems)</p>	<p>Work under pressure to meet deadlines.</p> <p>Develop and maintain systems and procedures</p> <p>Ensures quality and productivity goals and standards are met.</p> <p>Prioritise and plan effectively</p> <p>Balance long term and short term objectives</p> <p>Organise resources to achieve goals</p>		<p>Interview and application form</p>
<p><b>Other Factors:</b> (e.g. Understanding of equality and diversity; ability to work outside normal hours etc.)</p>	<p>Standard office hours with occasional unsociable hours.</p> <p>Frequent requirement to travel within the City area.</p> <p>Occasional requirement to travel within the County area.</p> <p>Use of own car in connection with employment (mileage will be paid)</p> <p>Ability to be flexible in working hours to suit internal and external contacts.</p>		<p>Interview and application form</p>