

**Person Specification**

**Job Title: Front of House Coordinator**

**Service: Business Investment Team (Economic Regeneration)**

**Role Profile reference: FC2A (Grade 2)**

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| **Essential Requirements** | **Method of Assessment** |
| **Experience/Education/Training** * Evidence of providing excellent customer service by being able to delight customers and deliver high quality tailored services to meet needs and exceed expectations.
* Ability to be highly organised and deliver administrative support.
 | Application Form/ Interview |
| **Skills/Knowledge and Ability*** Ability to communicate effectively verbally, in person or over the telephone, and in writing to share and obtain information (including complex information) adapting the style as required and appropriate for the material and the audience.
* Excellent partnership working skills and relationship management skills with people at all levels and from diverse backgrounds.
* Ability to identify and solve problems in a professional and calm manner.
* Listens to others to assess requirements in order to respond appropriately and efficiently (including detailed / technical requirements).
* High level of accuracy and attention to detail.
* Ability to see tasks through to completion, ensuring they are completed on time or to deadlines and to a high degree of accuracy.
* Ability to work effectively within a busy team environment, or independently.
* Socially confident and self-assured when meeting new people.
* Ability to work effectively despite changes in colleagues, settings and environment as well as changing working hours on occasions to meet the needs of the Business Centres
* Ability to effectively use a PC and relevant software to prepare documents, record information or input and analyse data.
* Ability to implement procedures in relation to Health and Safety and building management.
* Ability to work with facts, figures and numerical data.
* Ability to work at a fast pace and cope well with a higher level of workload.
* Ability to use social media for professional purposes
* To demonstrate the Council’s values.
 | Application Form/ Interview / written exercise |
| **Work Related Circumstances** * Commitment to equal opportunities
* Ability to meet the travel requirements of the post which may mean travel between and working from any of the business centres.
* Ability to work outside of normal working hours to meet the needs of the Business Centres.
* Compliance with and understanding of health and safety rules, regulations and legislation.
* Commitment to personal development.
 | Application Form/ Interview |