**Person Specification**

**Job title: Area Support Assistant**

**Note to applicant - You should pay particular attention to the essential criteria below and provide evidence of how you consider you meet them as part of your application. Failure to do so may mean that you will not be shortlisted.**

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| **Essential Criteria** | **Method of Assessment** |
| **Experience** | 1. Experience of working within a busy office environment, often with conflicting deadlines and

priorities  | Application Form / Interview |
| 1. Experience of coordinating management information
 | Application Form / Interview |
| 1. Experience of

working with and communicating effectively with customers on a daily basis | Application Form / Interview |
| **Skills, Knowledge, Ability (including ability** **to develop knowledge,** **skill or experience)** | 1. An understanding of the role and responsibilities within the Area Arrangements Team and the development of Neighbourhood Investment Plans from an operational level
 | Application Form / Interview |
| 1. Dealing with general queries (verbally and in writing) relevant to the Area Arrangements Team
 | Application Form / Interview |
| 1. Knowledge of the delegated Area budgets which include Neighbourhood Fund (NF) and Community Chest (CC).
 | Application Form / Interview |
| 1. Knowledge of Community Led Local Development Programme and other external funding sources.
 | Application Form / Interview |
|  | 1. Assisting groups to bring forward Community Chest funding applications, preparation of 'offer' letters for both NF and CC which includes details on grants terms and conditions of support and information on financial regulations to grant recipients, arranging payment to projects in line with contractual obligation. Evaluation processes.
 | Application Form / Interview |
|  | 1. Assisting to meet the outcomes of the Resident Engagement Strategy by supporting, promoting and coordinating agreed areas of activity to engage with residents and partners
 | Application Form / Interview |
| **Work Related Circumstances/****Values of the Council** | **Communicating (verbal)** - Able to share information, obtain information and have dialogue with others either in person or over the telephone to internal/external customers. (Elected Members, officers, partners, Voluntary and Community Sector groups and the public) | Interview |
| **Communicating (written)** - Able to share information and obtain information from others through written communication | Application Form |
| **Political sensitivity and awareness -** able to identify anticipate and respond appropriately to issues when working in a political environment  | Application Form/ Interview |
| **Customer Service Excellence -** Able to delight customers, deliver high quality tailored services to meet needs and exceed expectations | Application Form/ Interview |
| **Travel Requirements** - Ability to meet the travel requirements of the post | Application Form/ Interview |
| **Team working** – be able to work effectively within a busy team environment, be helpful and co-operative with others | Application Form/ Interview |
| The ability to work outside of normal working hours to meet the needs of the service | Application Form/ Interview |
| Commitment to Equal Opportunities | Application Form |
| Compliance with health and safety rules, regulations, and legislation | Application Form |