



## PERSON SPECIFICATION

### (Business Centre Assistant – C4DI)

	<b>Essential</b>	<b>Desirable</b>	<b>How this will be measured</b>
<b>Qualifications required</b>	<ul style="list-style-type: none"> <li>• 5 GCSE's or equivalent – Grades A to C</li> </ul>	<ul style="list-style-type: none"> <li>• IT qualifications</li> </ul>	Certificates
<b>Skills / competencies required</b>	<ul style="list-style-type: none"> <li>• IT skills and able to demonstrate good knowledge of Excel and Word</li> <li>• Good communication skills; verbal and written.</li> <li>• Good organisational skills with the ability to work to tight timescales</li> </ul>	<ul style="list-style-type: none"> <li>• Updating website</li> <li>• Ability to use social media in a work environment</li> </ul>	Questions at interview and the application form
<b>Knowledge required</b>		<ul style="list-style-type: none"> <li>• Knowledge of Hambleton District Council and it's contribution to the local economy</li> </ul>	Questions at interview and the application form
<b>Experience required</b>	<ul style="list-style-type: none"> <li>• Previous experience of working in a customer focussed role</li> <li>• Reception duties</li> <li>• Administration</li> </ul>	<ul style="list-style-type: none"> <li>• Marketing/Publicity Experience</li> <li>• Experience working with businesses</li> <li>• Facilities Management experience</li> </ul>	Questions at interview and the application form

<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Excellent Customer Service skills, including diplomatic and friendly disposition</li> <li>• Analytical in approach to problem solving</li> <li>• Team worker and ability to work on own</li> <li>• Professional, especially in relation to confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>• Take responsibility for meeting own learning &amp; development</li> <li>• Good Housekeeping</li> </ul>	Questions at interview and the application form
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• Ability to undertake manual handling activities such as moving office furniture e.g. tables, chairs, flipcharts for setting up meeting rooms.</li> <li>• Organising refreshments for meetings</li> <li>• Available to work flexible hours to fit in with Centre bookings</li> </ul>	<ul style="list-style-type: none"> <li>• Able to provide cover at Evolution Business Centre, Northallerton and C @ N should the need arise</li> <li>• Occasional evening work</li> </ul>	Questions at interview and the application form

