



## PERSON SPECIFICATION

### (Business Centre Assistant – C@N)

	Essential	Desirable	How this will be measured
<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>	Knowledge of relevant Health & Safety legislation and practice		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 in educational environment</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 C @ N</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Able to provide cover at other Business Centres should the need arise.</li> <li>• Evening work when required</li> </ul>	Questions at interview and the application form

