

## PERSON SPECIFICATION

**Post Title: Correspondence Officer**

Qualifications and Experience			
Criteria	Essential	Desirable	Method of Assessment
<b>Qualifications and Education</b>	Educated to NQF level 4 in relevant subject or equivalent level qualification, or equivalent demonstrable level of knowledge gained through substantial demonstrable relevant work related experience.		Application
<b>Experience and knowledge</b>	<p>Experience of interpreting and responding to a wide range of correspondence</p> <p>Experience in a customer service environment</p> <p>Experience of working with a wide range of stakeholders</p> <p>The post holder must have experience of dealing with correspondence and complaints within a statutory framework, preferably in a political setting.</p>	Knowledge of local government procedures	Application and Interview
<b>Skills</b>	<p>Excellent written communication skills: highly literate, able to draft correspondence and reports, advanced editing skills</p> <p>Excellent oral communication skills: high standard of spoken English, articulate, able to communicate advice and messages in a coherent manner</p> <p>Good interpersonal skills and the ability to work effectively as part of a team, co-operating with and supporting colleagues</p> <p>Excellent computer literacy skills</p>		Application and Interview

	<p>Ability to demonstrate the use of tact and diplomacy in a politically sensitive environment</p> <p>Ability to work with confidential and sensitive information</p> <p>Able to prioritise and organise a large workload and deal with conflicting demands.</p>		
<b>Personal Attributes</b>	<p>Highly organised and self-disciplined</p> <p>Confident communication skills, friendly and approachable</p> <p>Keen attention to detail, organised and efficient</p> <p>Pro-active and flexible</p>		Application and Interview