

Sandy Town Council

Person Specification: Administrator / Receptionist

The below table lists those skills which are considered essential and desirable in carrying out the role of administrator with Sandy Town Council.

	Essential	Desirable
Qualifications	Good numeracy and literacy skills	Administrative qualifications
Experience	<p>Experience of dealing with people in a polite and courteous manner face to face and over the phone</p> <p>Experience of Microsoft Office packages</p>	<p>Reception or front of house experience</p> <p>Experience in dealing with the general public, internal customers and diffusing difficult situations</p> <p>Experience in local government administration</p> <p>Experience of taking bookings for services</p> <p>Experience of posting information on websites and social media</p>
Skills & Knowledge	<p>Able to undertake routine tasks to a specified standard</p> <p>Flexible approach to work</p> <p>Excellent communication skills and ability to deal tactfully and confidentially with sensitive situations</p> <p>A good grounding in modern office/reception procedures and ICT</p>	<p>Knowledge of Local Authority policies and procedures</p> <p>Familiar with local government services</p>
Personal Qualities	<p>Positive, 'can do' attitude</p> <p>Honesty</p> <p>Flexibility</p>	

<p>Personal Qualities Continued</p>	<p>Diplomacy and tact</p> <p>A friendly disposition</p> <p>Ability to work both alone and harmoniously with staff and public</p> <p>Trustworthiness with confidential information</p> <p>Ability to anticipate problems and solve them</p>	
<p>Other</p>	<p>Commitment to improving efficiency and effectiveness</p> <p>Ability to be self-motivated, innovative and have a flexible approach to work</p>	<p>An interest in Sandy and the surrounding area.</p>