

# PERSON SPECIFICATION

<b>Post:</b>	Neach-taic clèireachd/Clerical Assistant Sgoil Ghàidhlig Ghlaschu 3-18		
<b>Job Family/ Grade/Level:</b>	Clerical and Administrative Processing/CA2 – Grade 3		
<b>Summary of Role:</b>	<ul style="list-style-type: none"> <li>To deliver clerical/administrative support to one or more individuals in office areas.</li> </ul>		
CRITERIA	ESSENTIAL	DESIRABLE	EVIDENCE
<b>Education, Qualifications &amp; Training</b>		<ul style="list-style-type: none"> <li>English, Maths, Gàidhlig &amp; another subject at standard grade (credit Level) or equivalent Vocational Qualification.</li> </ul>	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Certificates
<b>Skills</b>	<ul style="list-style-type: none"> <li>Fluency in Gàidhlig</li> <li>Basic literacy and numeracy skills.</li> <li>Ability to operate office equipment.</li> <li>Relevant IT skills.</li> <li>Can plan, organise and complete allocated work within a set time.</li> <li>Offers guidance to colleagues when sharing work knowledge.</li> </ul>	<ul style="list-style-type: none"> <li>Can accurately record information from a variety of sources.</li> </ul>	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> References <input checked="" type="checkbox"/> Interview <input checked="" type="checkbox"/> Assessment
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Working knowledge of relevant computer software packages such as Microsoft Office (Word/excel), SAP.</li> <li>Working knowledge of admin processes and systems.</li> </ul>	<ul style="list-style-type: none"> <li>Awareness of the work of Council services.</li> <li>Has an appreciation of the technical knowledge of the section/service.</li> </ul>	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> References <input checked="" type="checkbox"/> Interview <input checked="" type="checkbox"/> Assessment
<b>Other</b>	<ul style="list-style-type: none"> <li>Ability to work alone or as part of a team.</li> <li>Shows an enthusiastic &amp; positive manner.</li> <li>Demonstrates a flexible approach to the needs of the section/ service/council.</li> <li>Prioritises the needs of the customer within required timescales.</li> <li>Can effectively follow security procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Can manage difficult service interactions.</li> </ul>	<input checked="" type="checkbox"/> Interview
<b>Competencies</b>			
<b>Personal Effectiveness -</b> Communicating (L1) Self Development (L1)	<ul style="list-style-type: none"> <li>Able to listen and communicate clearly and calmly in way that people understand.</li> <li>Can sort out information and process it correctly.</li> <li>Willing to attend and participate in required training.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to keep up to date with the skills and knowledge needed for own job.</li> </ul>	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> References <input checked="" type="checkbox"/> Interview
<b>Providing Excellent Customer Service -</b> Customer Orientation (L1) Forward Thinking (L1)	<ul style="list-style-type: none"> <li>Treats customers fairly, consistently and provides a professional, polite and high quality service.</li> <li>Sorts out enquiries promptly, keeping customers informed with up-to-date information.</li> </ul>	<ul style="list-style-type: none"> <li>Acts on own initiative and sorts out problems.</li> </ul>	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> References <input checked="" type="checkbox"/> Interview
<b>Managing Change -</b> Attitude (L1)	<ul style="list-style-type: none"> <li>Is open to new ideas and ways of working and is able to see the good that change can bring.</li> </ul>	<ul style="list-style-type: none"> <li>Able to cope with change and handle situations that could initially seem unclear.</li> </ul>	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> References <input checked="" type="checkbox"/> Interview

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