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|  | Essential | Desirable |
| **Education and Professional Qualifications** | Minimum of 5 GCSE’s grade C or above, including English Language and Mathematics, or equivalent. | NVQ 2/BTEC or equivalent in Administration/Business Studies or evidence of equivalent skill level.  Recognised IT qualification.  Introduction to Local Council Administration (ILCA) qualification. |
| **Knowledge** | Must have local knowledge of Sturminster Newton and surrounding area to effectively handle visitor enquiries.  Proven effective knowledge of office practises and administrative procedures.  Good analytical skills, combined with attention to detail.  Knowledge of the Office 365 suite.  Good written and verbal communication skills. | Working knowledge of local government.  Knowledge of GDPR.  Knowledge of best practice in customer care. |
| **Experience** | Experience in a customer facing and administrative role, using a range of IT systems, including the Office 365 suite.  Experience of effective communication skills  Evidence of dealing professionally and sensitively with members of the public.  Experience of producing documents accurately and to a high standard.  Evidence of working effectively and efficiently unsupervised and with good organisational skills. | Experience of working in the local government sector. |
| **Personal Qualities** | Must be able to work in the office during opening hours Monday to Friday  Able to work alone and in a team.  Receptive to change and new ideas.  Able to approach staff and members of the public with a warm and friendly attitude.  Self-reliant, open, honest and trustworthy.  Trustworthy with confidential information. |  |