



**PADSTOW TOWN COUNCIL
PERSONAL SPECIFICATION
COUNCIL SUPPORT OFFICER**

Attributes	Essential	Desirable
Qualifications and Experience	<ul style="list-style-type: none"> • 5 GCSE's or equivalent, including English and Maths • Minimum of 2 years relevant clerical/administrative experience 	<ul style="list-style-type: none"> • NVQ Level 2 or 3 in administration or equivalent • Minimum of 5 years relevant clerical/administrative experience • Experience in Local Government • First Aid and/or Health and Safety Qualifications
Knowledge, Expertise and Skills	<ul style="list-style-type: none"> • Experience of maintaining good quality records and filing systems both electronic and paper-based • Confident in the use of Word, Excel, Outlook and Powerpoint • Good interpersonal and communication skills, both written and oral, with expertise in dealing with the public • Experience of undertaking research and report writing • Ability to produce good quality, accurate typescripts within specified deadline • Ability to liaise appropriately across all levels of the organisation as well as external parties, service users and others • Experience in managing online booking systems, website content and social media platforms • Ability to manage and prioritise workload alongside day-to-day tasks • Ability to plan and manage your time effectively • Experience of working responsibly, managing own workload and tasks • High standard of literacy and numeracy skills • Ability to make informed and timely decisions, based on gathering and analysing of relevant information and advice • Use of own initiative and creative in problem solving 	<ul style="list-style-type: none"> • Knowledge and experience in working for another Council • Agenda preparation and minute taking experience • Meeting and event organisation experience • Experience in working with organisations and groups to deliver community services • Experience of setting up new booking systems • Understanding of the Cornwall Council planning process • Experience of being responsible for/delivering a project

<p>Personal Attributes</p>	<ul style="list-style-type: none"> • Supportive and show consideration for others • Responsible and respectful • Approachable and helpful • Loyal and trustworthy • Reliable • Flexible and adaptable • Demonstrate professionalism • Patient and considerate • Enthusiastic and take pride in your work • Team player • Respond constructively to change • Honest and own any errors to proactively work together to remedy • Proactive in your work, your personal development and show attention to your own health, safety and wellbeing and that of others 	<ul style="list-style-type: none"> • Self-starter/motivator • Organised and methodical • Show careful attention to detail
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