



Banbury Town Council

PERSON SPECIFICATION

Post Title

Administrative Officer

Post No.

BTC 07

| | Essential | | Desirable | |
|---------------------------|-----------|---|-----------|---|
| Qualifications | 1 | School Education studying English and Maths (Literate and Numerate) | 1 | 5 GCSE pass certificates (Including English & Maths) |
| Experience | 2 | Customer service experience | 2 | Experience working in an office environment |
| | 3 | Working in a public facing role, dealing with the general public | 3 | Diary Management |
| | 4 | Working under own Initiative and as part of a team | 4 | Invoicing & Document processing |
| Knowledge | 5 | Knowledge of office administrative procedures | 5 | Knowledge of local government |
| | 6 | General Knowledge of Local Council Services | 6 | Knowledge of Banbury Town Council services |
| Skills | 7 | High standard of computer literacy, working knowledge of Microsoft Office Suit (Word, Excel, Outlook) | 7 | The administration of online Booking systems and CRM software |
| | 8 | Strong organisational skills and ability to multitask | 8 | Reporting, minute taking and general office skills |
| | 9 | Experience with complaints handling | | |
| | 10 | Good communication and interpersonal skills both oral and written. | | |
| | 11 | Clear and polite telephone manner | | |
| | 12 | Enthusiastic self-starter with the ability to work well on their own initiative or as part of a team. | | |
| | 13 | Flexible approach to work | | |
| Other requirements | 14 | Tactful, Diplomatic, Honest, Trustworthy, Friendly & Personable | | |
| | 15 | Live locally or willing to travel | | |

This Person Specification was created by

Mark Hassall

on

15 April 2024