

Person Specification

Job Title	Technical Admin Officer - Occupied
Grade	Scale 5
Service/Section	Customer Experience – Admin and Planners
Directorate	Housing & Safer Communities

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge Skills and abilities	
Ability to prioritise own workload with regard to day-to-day duties, meet deadlines and handle emergency situations	E
Ability to identify technical and customer focused improvements	E
Ability to accurately maintain, input, interrogate update and monitor data and assist in the collation of all relevant information required.,	E
Ability to interpret, understand and act upon trends from in-house readily available data.	D
Ability to use a range of IT packages including Word, Excel, Email, Access and Power Point, and maintain effective administrative systems and procedures	E
Ability to communicate verbally and in writing with contractors, consultants, colleagues and customers. Dealing with people in a sympathetic manner.	E
Willingness learn and participate in Development opportunities	D
Experience	
Experience in providing effective administrative support within a technical or financial environment within a large organisation or Experience of Dealing with enquiries from the Public, Residents, Contractors and other stakeholders	E
Equal Opportunities	

Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E