

Job Specification

All employees will ensure that they;

- Take care of their own safety and that of others.
- Comply with all policy, procedures and instructions.
- Maintain confidentiality.
- Operate with a high level of customer care.
- Undergo any training or instruction to enable them to work competently and safely.
- Do not do anything that is likely to bring the Council into disrepute or will place themselves in conflict with Council Policy and Procedures.
- Have a flexible approach to ensure the office is covered and deadlines are met.

Person Specification for Team Leader Heading Experience

Essential

Desirable

- Experience of working in an administrative and finance setting
 - Experienced in use of ICT, especially Windows packages, Word and Excel
 - Experienced PC user, including use of email Applications
 - Experienced internet user
 - Experience of answering enquiries and dealing with customers including written, telephone and electronic.
 - Experience of working as part of a team
- Previous experience of working in local government
 - Previous experience in supervising an administrative office
 - Experience of burials administration and procedures

Skills

- Effective communication
- Able to work effectively as part of a team
- Able to accurately record meeting minutes.
- Problem solving
- Initiative
- Good levels of Literacy and Numeracy and ability to maintain records.
- Aptitude for ICT.
- Good knowledge of ICT (e.g. installing software, problem solving)
- Sound time management and organisation skills
- Ability to prioritise effectively, work accurately under pressure and meet deadlines

- Ability to follow administrative procedures, understand and follow instructions and improve these where possible
- Ability to deal with confidential, bereavement and sensitive issues with tact and discretion
- Experience of dealing with members of the public
- Good communication skills both written and oral
- Confidence and a mature manner
- Conscientious, motivated and flexible
- High levels of ICT knowledge including problem solving in a small office environment.
- • Accuracy and attention to detail
- Understanding of and commitment to the requirements of a Local Council

Qualities

- Responsible, reliable, dependable and trustworthy
- Confident in own ability and knowledge.
- Smart and presentable when required (e.g. meetings or when seeing customers)
- Flexible to the demands of the job including the willingness to work evenings when required or to cover absence.
- Self-motivated and energised.
- Sympathetic to others and able to behave sensitively.
- Willingness to learn and undertake training
- Treats everyone fairly and in a non-discriminatory way.

Other

- Able to follow instructions and procedures
- Driving licence