

Person specification: Office Manager / Assistant to the Town Clerk

Attribute	Essential	Desirable
Management of people	Line management experience	
Experience	<p>Ability to form constructive relationships with a diverse set of people including colleagues, business representatives, members of the community and Town Council</p> <p>Strong organisational skills</p> <p>Ability to manage self and others for maximum effectiveness</p> <p>Ability to work to strict deadlines, organise and prioritise own workload effectively</p> <p>Demonstrates ability to maintain attention to detail, good analytical skills and the ability to interpret information</p> <p>Administration experience at a senior level</p> <p>Experience being responsible for Human Resources procedures and staff training</p> <p>Knowledge of general office practices and procedures</p>	<p>Purchasing experience</p> <p>Financial management experience including budget management</p>

<p>Skills and knowledge</p>	<p>Experience of taking professional notes, formal minutes and report writing</p> <p>Experience of setting up and maintaining both computerised and manual filing systems</p> <p>Ability to create clear and impactful written material</p> <p>Ability to effectively review and apply existing procedures to a variety of different situations</p> <p>Ability to handle a range of queries on the telephone with a clear and precise manner and also via email and letter, answering and referring on as appropriate</p>	<p>Ability to understand the legal framework in which the Town Council operates</p> <p>Experience of Town Council operations</p> <p>Ability to understand budgets</p>
<p>Communication</p>	<p>Ability to communicate effectively, orally, in writing and electronically</p> <p>Ability to present to diverse audiences</p> <p>Ability to be articulate and sensitive in potentially controversial situations</p> <p>Ability to develop effective relationships with external and internal stakeholder, the general public and statutory bodies</p>	
<p>Personal Qualities</p>	<p>Ability to cope with conflicting demands, deadlines and interruptions. To work to tight deadlines in a methodical manner observing confidentiality at all times.</p> <p>Ability to work under pressure</p>	

	<p>Ability to be diplomatic and tactful</p> <p>Ability to work co-operatively and effectively as part of a team</p> <p>To be approachable and to have good listening skills</p> <p>To maintain the reputation of the Town Council</p>	
Strategic Thinking	Ability to think, plan and work strategically and methodically	
Working Collaboratively	<p>Deliver exceptional customer service – understand and are attentive to the needs of the Town Council and residents</p> <p>Listen to the views of others</p> <p>Support and show consideration for others</p> <p>Work well with colleagues and key stakeholders and acknowledge the different ideas, perspective and backgrounds of others</p> <p>Honest, respectful of others and building relationships of trust</p> <p>Share your achievements and acknowledge the achievements of others</p>	
Technology / IT Skills	<p>Excellent understanding of IT in order to perform office functions and other requirements of the role</p> <p>Professional knowledge of SharePoint and office packages including Word, Excel and Outlook</p>	<p>Previous experience using finance and administration systems</p>

<p>Education and Training</p>	<p>Educated to 4 GCSEs (A-C) or equivalent, including English and Maths, or possesses relevant vocational/professional qualification or demonstrates relevant experience</p> <p>Relevant administration, business and IT qualifications</p> <p>Introduction in Local Council Administration (ILCA) or to be prepared to obtain ILCA within 18 months</p>	<p>A relevant professional qualification, or experience at a senior level in local government</p> <p>Management or supervisory skills training</p>
<p>Other relevant factors</p>	<p>Ability to attend Committee, Sub Committee and Town Council meetings which would require working out of normal office hours (evenings)</p>	<p>Driving licence and vehicle</p>