

Person Specification

Community Services Assistant

| | Essential Attributes | Desirable Attributes |
|--------------------------------|---|--|
| 1. Qualifications | English and Maths qualifications equivalent to GCSE grades A-C | Marketing or events experience |
| | Level 3 qualification equivalent to A level | First Aid in the workplace |
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| 2. Relevant experience | Experience of working in a customer focused environment | |
| | Administration | |
| 3. Skills and Abilities | Excellent communication skills both oral and written – with the ability to respond promptly to telephone and email enquires | Knowledge of IT systems and networks |
| | Prepare documents following standard formats and templates, following daily work instruction | Knowledge of the health and safety aspects of events |
| | Excellent time management and organisational skills | |
| | Ability to develop and sustain positive relationships | |
| | Ability to work as part of a team and to represent Flitwick Town Council professionally at all times | |
| | Computer literate to include use of Microsoft Office, including Microsoft Publisher | |
| | Must be able to work under pressure | |
| | Ability to multi task and prioritise work load | |
| | Must either hold a Full UK driving licence and have access to a car or be working towards passing driving test. | |
| 4. Personal attributes | Must be flexible with regard to working hours, as the role requires some evening and weekend working | |
| | Good attention to detail to ensure all details are covered | |
| | Positive and pro-active approach to work with the ability to find solutions to problems | |
| | Confident and self-motivated | |
| | Ability to adapt to organisational changes | |

