



**GREAT TORRINGTON TOWN COUNCIL**

**PERSON SPECIFICATION**

**OFFICE MANAGER**

Method of assessment: Application (A) Interview (I) Test (T)

| ATTRIBUTES   | METHOD OF ASSESSMENT   |
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| <p><b>Education, Qualifications, Training.</b></p> <p><b>Essential</b></p> <ol style="list-style-type: none"> <li>1. A good general education, including GCSE (or equivalent) passes at Grade C or above in Maths and English.</li> <li>2. IT literate with specific knowledge of Microsoft Office</li> <li>3. Excellent keyboard skills</li> </ol> <p><b>Desirable</b></p> <ol style="list-style-type: none"> <li>4. Skilled in shorthand</li> <li>5. Qualifications in computer literacy e.g. CLAIT, ECDL</li> </ol>   | <p><b>A &amp; I</b></p> <p><b>A &amp; T</b></p> <p><b>A</b></p> <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p>  |
| <p><b>Experience</b></p> <p><b>Essential</b></p> <ol style="list-style-type: none"> <li>1. Organising meetings, co-ordinating reports etc. and liaising with relevant individuals and organisations.</li> <li>2. In the use of computers to input and access data.</li> <li>3. Working to deadlines</li> <li>4. In a role requiring discretion.</li> <li>5. In dealing with a wide variety of the general public</li> <li>6. In working alone or as part of a team</li> </ol> <p><b>Desirable</b></p> <ol style="list-style-type: none"> <li>7. Working with the public in a Local Government environment</li> </ol> | <p><b>A &amp; I</b></p> <p><b>A, I &amp; T</b></p> <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p> |
| <p><b>Knowledge</b></p> <p><b>Essential</b></p> <ol style="list-style-type: none"> <li>1. How meetings should be conducted and how agendas and minutes should be presented.</li> </ol> <p><b>Desirable</b></p> <ol style="list-style-type: none"> <li>2. A basic understanding of the role of Local Government and councillors</li> </ol>  | <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p>  |

| <b>ATTRIBUTES</b>   |   |
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| <p><b>Skills</b></p> <p><b>Essential</b></p> <ol style="list-style-type: none"> <li>1. Strong interpersonal skills with the ability to relate effectively and appropriately to a wide range of people.</li> <li>2. Ability to produce accurate, concise and clear minutes.</li> <li>3. Ability to work on own initiative with minimal supervision.</li> <li>4. Competent with using Microsoft Office.</li> <li>5. Demonstrate resilience and stay effective in stressful conditions.</li> <li>6. Ability to prioritise workloads and to work under pressure to meet tight deadlines.</li> <li>7. Ability to maintain confidentiality.</li> <li>8. Excellent Telephone manner.</li> <li>9. Excellent record keeping skills.</li> <li>10. Good level of literacy and numeracy.</li> <li>11. Attention to detail and high level of accuracy.</li> <li>12. Flexible and adaptable to changing demands.</li> <li>13. Good level of communications skills both verbal and written.</li> </ol> | <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p> |
| <p><b>Other job-related requirements</b></p> <p><b>Essential</b></p> <ol style="list-style-type: none"> <li>1. A willingness to work flexibly as an effective team member including some evening work when the need arises.</li> <li>2. Political sensitivity and the ability to exercise appropriate discretion, tact and diplomacy.</li> <li>3. The ability to recognise important, confidential and sensitive information and deal with it appropriately.</li> <li>4. A commitment to implement anti-discrimination and equal opportunities policies</li> </ol>  | <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p> <p><b>A &amp; I</b></p> <p><b>I</b></p>   |
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