

PERSON SPECIFICATION

Job Title:	Secretary to Emergency Planning, Resilience and Response	AFC No.: C0087b
Band:	4	
Department:	Operations	
Group:	Corporate	

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
EXPERIENCE	<ul style="list-style-type: none"> Demonstratable experience in secretarial/administrative role 	AF/I	<ul style="list-style-type: none"> Experience within the NHS or similar setting 	AF
QUALIFICATIONS	<ul style="list-style-type: none"> Qualified to GCSE level (or equivalent) in Maths and English Recognised typing qualification (e.g. RSA II/III or equivalent) 	AF/I	<ul style="list-style-type: none"> NVQ II/III or equivalent in relevant area Educated to A level standard ECDL 	
KNOWLEDGE	<ul style="list-style-type: none"> Work based knowledge. Understanding of a range of work procedures and practices, some of which are non-routine. 			
PERSONAL QUALITIES	<ul style="list-style-type: none"> Excellent organisational skills Ability to manage own workload. Use of initiative Excellent time management Ability to work in a challenging and busy environment whilst meeting tight deadlines. Ability to deal tactfully and discreetly with matters of a confidential/sensitive and legal nature. Able to work as part of a team 	I		
MANAGEMENT / SUPERVISION / COORDINATION SKILLS	<ul style="list-style-type: none"> Able to co-ordinate workflows within the Dept 			
WRITTEN SKILLS	<ul style="list-style-type: none"> Excellent proficiency in reading and writing High degree of accuracy and attention to detail 	AF/I		
COMMUNICATION / VERBAL SKILLS	<ul style="list-style-type: none"> Ability to communicate effectively using clear and concise language (e.g. telephone contact and e-mail with staff, managers and outside agencies) Effective communication with Solicitors and Coroners Office over the telephone Effective communication with complainants over the telephone. 	I		

RESPONSIBILITY FOR FINANCIAL AND PHYSICAL RESOURCES				
PHYSICAL SKILLS	<ul style="list-style-type: none"> Ability to work accurately and quickly using keyboard skills (daily) Ability to move and handle files as and when required - daily 	I		
MENTAL EFFORT	<ul style="list-style-type: none"> Ability to concentrate and work accurately Ability to deal with frequent interruptions where work pattern is unpredictable 	AF/I		
WORKING CONDITIONS	<ul style="list-style-type: none"> Frequent VDU exposure on most days Potential risk of exposure to verbal aggression (members of the public) 			
EMOTIONAL EFFORT	<ul style="list-style-type: none"> Ability to work in a pressurised environment. Ability to deal with sensitive issues 			
Other				

Key: AF - Application Form / I - Interview / P - Presentation / T - Test