

PERSON SPECIFICATION

Job Title: Data and Information Support Officer		Post No:	Hoople Band: C
Service: Revenues & Benefits		Section:	Location: Auxilium House
Experience	• A broad understanding of Revenues and Benefits		Desirable
	• Hands-on experience of and ability to use IT data.		Essential
	• Analyse and interrogate data and see trends.		Essential
	• Present data in an easy read digestible format.		Essential
	• Demonstrable experience of prioritising and coordinating workloads.		Essential
	• Experience of providing administrative services within an office environment including taking minutes and actions.		Essential
	• Experience and an understanding of invoice raising, and purchase orders.		Essential
	• Highly customer focused dealing with enquiries in a professional, both on the telephone, E mail and face to face from members of the public and partner agencies.		Essential
	• Excellent IT skills in particular, Microsoft Office, including significant expertise in Excel, word and Outlook.		Essential

Skills and Abilities <i>Including personal attributes</i>	• Clear understanding of the importance of confidentiality and the discreet handling of sensitive information.	Essential
	• Ability to communicate effectively at all levels within the organisation and with external contacts both verbally and in writing.	Essential
	• Ability to work under pressure and to adapt to changing priorities with minimal supervision.	Essential
	• Self-motivated and able to use own initiative.	Essential
	• Able to demonstrate ownership with regards to all aspects of work.	Essential
	• Willingness to continuously improve working practice to improve performance, incorporating new technology.	Essential
	• Ability to deal with the personal impact of sometimes sensitive information and situations.	Essential
	• Excellent written and verbal communication skills, with the ability to communicate complex issues clearly, effectively.	Essential
	• Ability to use data to inform choices and decisions.	Essential
	• Ability to work effectively and collaboratively as part of a wider team.	Essential
	• Problem solving skills with a creative, flexible and sensitive approach.	Essential

All candidates will be considered on their ability to meet the requirements of the person specification	Criteria		
Qualifications and Training <i>including professional qualifications</i>	• Good level of education, GCSE's or equivalent • Microsoft Office, including significant experience in MS Word, Excel, Outlook, PowerPoint and Access • Must be willing to undergo training where necessary		Essential Desirable Essential
Other Factors <i>e.g. ability to work shifts, physical requirements (with adaptations where appropriate), ability to drive, agility to travel around county etc.</i>	• Flexible approach to work and hours to satisfy the needs of the business. • Ability to work in an ever changing environment.		Essential Essential
Manager Signature:			Date:
Manager Name:		Job Title:	

*Method of Assessment: AF = Application Form; I = Interview; S = Selection Method; P= Presentation

Date Person Specification last reviewed