**PERSON SPECIFICATION**

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| **DIRECTORATE** | **Corporate Resources** | **DEPARTMENT**  | **Corporate Personnel**  |
| **DIVISION**  | **Learning and Development**  | **POST**  | **Office Manager** |
| **GRADE**  | **H** | **POST NUMBER**  |  |

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| **PERSONAL ATTRIBUTES REQUIRED**  | **ESSENTIAL (E)****OR****DESIRABLE (D)** | **HOW ASSESSED**  |
| **Qualifications**  |  |  |
| Level 3 Management Qualification or equivalent experience | E | AF/C |
| **Experience**  |  |  |
| Experience of developing and motivating people  | E | AF/I/P |
| Experience of developing and building relationships with the Council’s workforce and key stakeholders | E | AF/I |
| Experience of ICT systems including word processing, spreadsheets and databases | E | AF/I |
| Experience of managing a team in a challenging environment  | E | AF/I |
| Experience of planning, prioritising, developing work and managing workloads | E | AF/I |
| Experience of working in a Learning and Development environment | E | AF/I |
| Experience of writing reports  | E | AF/I |
| Experience of handling budgets and Financial Management Information  | E | AF/I/T |
| Experience of Building Management | D | AF/I |
| Experience in a marketing and/or business development role | D | AF/I |
| **Knowledge Skills & Attributes**  |  |  |
| Ability to be flexible and work as part of a team  | E | AF/I  |
| Ability to work constructively with staff and customers at all levels  | E | AF/I |
| Ability to work under pressure and prioritise workload of self and others  | E | AF/I |
| Adaptable, driven and proactive | E | AF/I |
| Good communication skills: both written and verbal | E | AF/I/ |
| Good customer service skills: Evaluating feedback to improve the customer experience  | E | AF/I |
| Knowledge of Data Protection Principles and other current legislation | E | AF/I |
| Knowledge of Learner Management Systems including administration of eLearning and Classroom delivery | E | AF/I |
| Positive mind set and solution focused  | E | AF/I |
| Ability to develop new business opportunities, growth and income generation | D | AF/I/ |
| Knowledge of a range of Local Authority policies and procedures  | D | AF/I |

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| **Special Requirements**  |  |  |
| Ability to work flexibly in line with the needs of the organisation | E | AF/I |

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| **KEY**  | **AF** | Application form  |
| **I** | Interview  |
| **C** | Certificate |
| **T** | Test |
| **P** | Presentation  |