**PERSON SPECIFICATION**

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

|  |  |  |
| --- | --- | --- |
| **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 |

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

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